Reporting for Call Center Set Up and Operations Guide

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Change History

Issue 01 (11) – March 2004

1. First Public Release.

Issue 01 (12) – April 2004

1. Note on Windows 2003 compatibility added.
2. Call Center Connection Page section expanded.
3. Troubleshooting Section expanded.
4. GOS % Formula changed in Glossary.

Issue 02 (2) – August 2004

1. CallPilot 3.0 references added.
2. Deleting temporary internet files added.
3. New report descriptions added.
4. CCRS Installation section added.

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1. Figure numbers modified in body text.

Issue 02 (4) – August 2004

1. Latest CCR installation routine added.

Issue 02 (5) – September 2004

1. User and Administrators permissions discussion added.
2. Note adding regarding reboot of the Web Host following the addition of a new Network Interface Card.

How to Use This Guide 1

Introduction

This document is designed to allow an Administrator or User to set up and operate Nortel Networks Reporting for Call Center.

Use this document as an ongoing reference. This chapter tells you what to expect as you read this document and how information in this document is presented.

How This Guide is Organized

The Reporting for Call Center Set Up and Operations Guide is organized according to the following chapters:

How to use this Document	Provides a brief overview identifying the organization of this test plan.
Introduction	Provides an overview of the conceptual organization of the Nortel Networks Reporting for Call Center product.
Installation	Describes the minimum specification for the PC required to host Nortel Networks Reporting for Call Center. Describes how to install Nortel Networks Reporting for Call Center.
Administration	Describes the Administration duties and configuration that must be conducted to ensure that Nortel Networks Reporting for Call Center operates correctly.
Using Reporting for Call Center	Describes the usage and configuration of Nortel Networks Reporting for Call Center from a User's perspective.
Reports	Describes the reports that are available within Nortel Networks Reporting for Call Center.
Upgrading to Reporting for Call Center	Describes how you can upgrade from a previous installation of Call Center Reporting 2.5, 3.0 or 3.5 to Nortel Networks Reporting for Call Center.
Glossary	Describes the terms used within this User Guide.
References	Lists any other documents referenced from within the body of this document.

Index A cross-reference of topics in this User Guide.

Introduction 2

Introduction

Nortel Networks Reporting for Call Center is a browser-based Real Time information and Historical Reporting tool for Nortel Networks Call Center.

Nortel Networks Reporting for Call Center provides:

- Real Time windows showing current Call Center activity, for Calls and for Agents
- Real Time information via hardware and software IP-enabled wallboards
- A comprehensive Historical Reporting package

!	Within this document the phrase '*the Call Center platform*' is used to refer to either the Business Communications Manager or the CallPilot hardware, and the phrase '*the Call Center*' is used to refer to the Call Center application running on that platform. The platforms are only referenced specifically by name in areas of this document describing the installation of the Call Center Reporting application software, on Pages 13, 14, 17, 18 & 19, and the discussion concerning the configuration of the Call Center Connection page, on Page 27.

Web Based User Interface

All of the Administrative and User interactions with Nortel Networks Reporting for Call Center are conducted through a series of Web Pages accessed via Internet Explorer browser sessions.

These Web Pages are hosted on a nominated PC which is referred to as the Web Host PC, onto which the Nortel Networks Reporting for Call Center software is installed. The Web Host PC communicates directly with the Call Center to retrieve Real Time updates (for the Real Time screens and wallboards) and Historical information (for the reports).

Other PCs that have network access to the Web Host PC can access these Web Pages. This allows multiple Users to use Nortel Networks Reporting for Call Center, without having any software other than Internet Explorer installed on their PCs .

Language Support

Each Administrator or User of Nortel Networks Reporting for Call Center can have their Web user Interface pages presented to them in one of the following 13 languages: North American

English, United Kingdom English, Canadian French, Latin American Spanish, Brazilian Portuguese, Spanish, Dutch, French, German, Italian, Norwegian, Danish, Swedish.

Individual wallboards can also be driven in any of these languages.

Administrators and Users

There are two types of user of Nortel Networks Reporting for Call Center. These are called Administrators and Users.

As well as having access to all of the usual features of Nortel Networks Reporting for Call Center, Administrators can specify and change fundamental configuration settings within Nortel Networks Reporting for Call Center.

For security purposes and to maintain system stability, ordinary Users cannot change these fundamental configuration settings, only Users with Administrator's capabilities . User interactions with Nortel Networks Reporting for Call Center are limited to using the features that it provides.

Whilst Users cannot modify the core set-up of Nortel Networks Reporting for Call Center, they can however specify and change some personal preferences and they can configure aspects of Nortel Networks Reporting for Call Center which only affect themselves.

Administrators and Users are presented with different menus when they login.

Assigned Skillsets

Administrators create the Users by providing details such as User Name and language to Nortel Networks Reporting for Call Center. The Administrator must then assign Skillsets to the Users.

This process defines which Skillsets each User can view in the Real Time screens and request Historical Reports on. Skillsets may be assigned to more than one User.

Users can choose to view the Real Time screens or Historical Reports for any of the Skillsets which have been assigned to them, or any combination of the allocated Skillsets, or all of the assigned Skillsets.

Selections of Skillsets which are frequently used can be saved as Favourites.

The Favourites are given names to identify them. This makes it easy and quick to select a certain selection or category of Skillsets through a single click of the mouse. Favourites are unique to each User. This allows the User to create, modify or delete Favourites to suit themselves. This will not affect the Favourites of any other User.

SQL Historical Database

Historical Report information is stored in a standard MySQL database allowing the User to analyze the data using third-party reporting packages, should they have reporting requirements which are not catered for by the reports contained within Nortel Networks Reporting for Call Center.

System Software

The software that sends data to Nortel Networks Reporting for Call Center is integral to Nortel Networks Call Center

Nortel Networks Reporting for Call Center software on the Web Host PC communicates directly to the Call Center to request Call Center Historical Report statistical data and Real Time data.

Other Users (on different PCs) simply point their Internet Explorer browsers to the Nortel Networks Reporting for Call Center Web Pages on the Web Host PC to access the Real Time and Historical Report data. No other PC apart from the Web Host PC needs to communication with the Call Center.

!	One PC on your network should be nominated as the Web Host PC. Only install the Nortel Networks Reporting for Call Center application software onto this single PC. All other PCs on your network from which Users wish to access the Real Time screens, Historical Reports or the Nortel Networks Reporting for Call Center user interface must be equipped with Internet Explorer. No other software is required on these PCs.

PC Requirements

The minimum requirements of the PC required to operate as the Nortel Networks Reporting for Call Center Web Host PC are listed below.

Minimum PC Specifications

IBM™ Compatible PC

Microprocessor
Intel® Pentium™ III (or equivalent) minimum, Intel® Pentium™ IV (or equivalent) recommended.

Microprocessor Speed
400 MHz minimum, 1.0 GHz recommended

<u>Memory</u>
64 MB minimum, 128 MB recommended

Network Interface Card
TCP/IP protocol
SVGA display
Mouse (or other Windows® compatible Pointing Device)
Microsoft Internet Explorer version 5 or higher

<u>Operating System</u>
Microsoft Windows NT 4 Service Pack 6a
Microsoft Windows 2000 Service SP2
Microsoft Windows XP Professional

These are the ONLY supported operating systems.

Note: ***Windows 2003 Server is undergoing compatibility testing, but Windows 2003 Server is currently NOT a supported Operating System***.

<u>Web Server</u>
Nortel Networks Reporting for Call Center has been verified with Microsoft Internet Information Services 4 and 5

<u>Hard Disk Space Required</u>
For installation of application on Web Server: 80 MB
Storage space required for Historical Data: (approx) 256 bytes per call.

Note that the database will grow through time, and that if the diagnostic logging option is turned on the log files will require extra disk space as well.

Operating System Compatibility

Nortel Networks Reporting for Call Center has been verified for correct operation on the following Operating Systems:

Operating System	Version
Windows NT	4.00.1381
Windows 2000	5.00.2195
Windows XP Professional	Version 2002

Installation 3

Introduction

This chapter describes the installation prerequisites and how to install the Nortel Networks Reporting for Call Center software on the Windows Personal Computer you wish to use as the Web Host PC. The Web Host PC is the one which will communicate with Nortel Networks Call Center. The Web Host PC also stores the Call Center statistical database and the Nortel Networks Reporting for Call Center user interface, which is configured as a web site.

Other network users can use Internet Explorer to browse to the Nortel Networks Reporting for Call Center web site on the Web Host PC to access the software features and obtain Real Time displays and Reports.

Upgrading to Reporting for Call Center

This chapter describes the first-time installation of Nortel Networks Reporting for Call Center on a Web Host PC that has never had Nortel Networks Reporting for Call Center installed on it.

If you are upgrading from Call Center Reporting 2.5, 3.0 or 3.5, please refer to the chapter titled Upgrading to Reporting for Call Center on Page 228.

If you are upgrading from a previous version of Nortel Networks Reporting for Call Center to a newer version of Nortel Networks Reporting for Call Center please refer to the section titled Upgrading a Previous Version of Reporting for Call Center, below.

Upgrading a Previous Version of Reporting for Call Center

In order to perform an upgrade of a previous installation of Nortel Networks Reporting for Call Center, please do the following.

1. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**. The **Control Panel** window appears. (On some versions of Windows you can click **Start**, point to **Settings** and then click **Control Panel.**
2. Click on Add/Remove Programs.
3. Uninstall Reporting for Call Center

Note: You **DO NOT** need to uninstall the *MySQL Servers and Clients 3.23.53*, nor the *Java 2 Runtime Environment SE v.1.4.0_03*.

If required, your Nortel Networks Reporting for Call Center databases will be modified during the installation. There will be no loss of statistical data, but new data, tables, columns and/or indexes may be added to them.

Deleting Temporary Internet Files

To prevent Internet Explorer from cacheing old versions of the Nortel Networks Reporting for Call Center web pages, you should delete the temporary internet files that are on your computer.

Click on Start, then right click on the Internet Explorer icon, and select Internet Properties. The

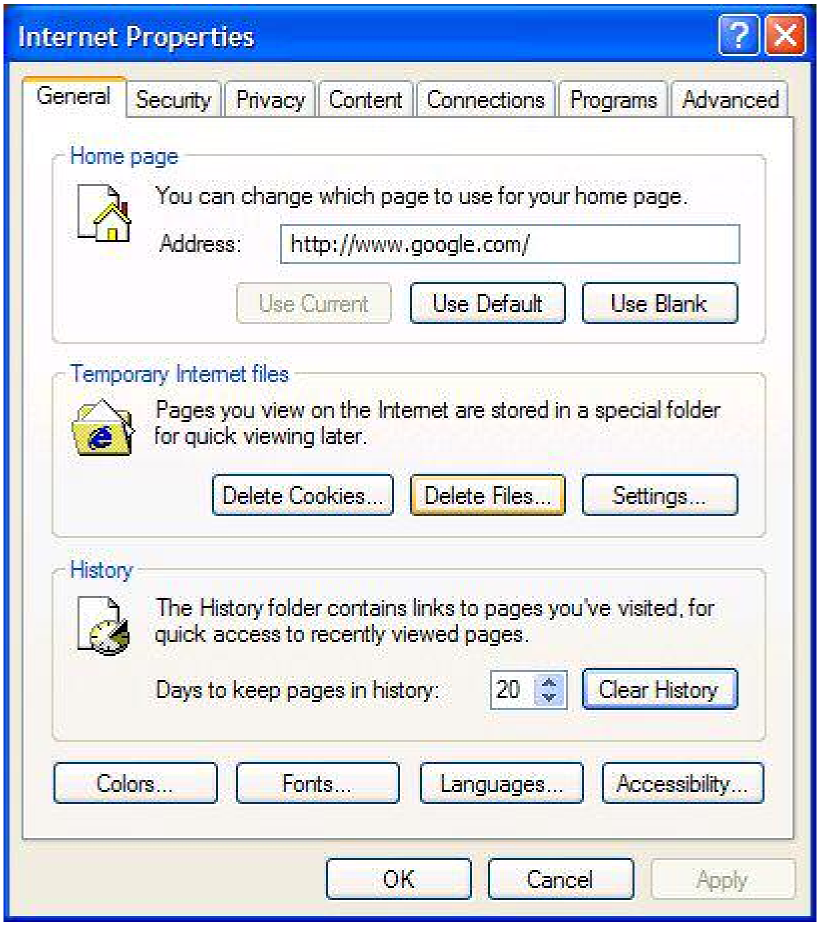


Figure 1 Internet Properties Window

Note: If you do not see this window you have clicked on a *shortcut* to Internet Explorer. You **must** click on the Internet Explorer icon in the Start menu.

When you see the window shown in Figure 1, click on the Delete Files button. The Delete Files dialog shown in Figure 2 will appear.

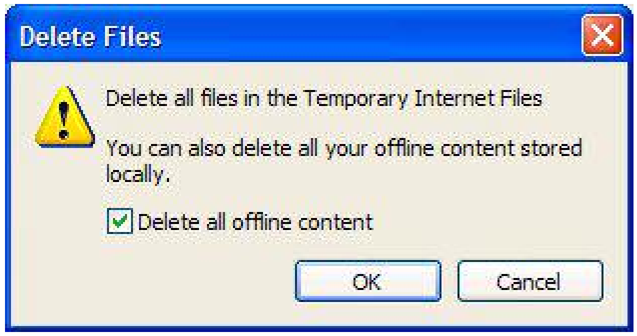


Figure 2 Delete Files Dialog

Select the Delete all offline content option, and then click on the OK button. You may then click on the OK button to close the Internet Properties window.

You may now proceed with the installation of Nortel Networks Reporting for Call Center, as detailed below.

Installation prerequisites

Before you install Nortel Networks Reporting for Call Center software, you must:

1. Be familiar with the Call Center and the Windows™ operating system used by your Web Host PC.
2. Ensure that the Call Center is installed and configured.
3. Ensure that the Call Center platform is connected to, and is operational on, the network to which the Nortel Networks Reporting for Call Center Web Host PC is connected.
4. Ensure that Microsoft Internet Information Services is installed and operational on the Web Host PC, and that the Default Web Site is enabled.

   Microsoft Internet Information Services can be installed through Add/Remove programs, using the Add/Remove Windows Components icon. Note that on Windows NT you <u>must</u> upgrade Internet Information Services to Version 4. This is available on the Windows NT Options pack CD.

   To ensure correct operation of Nortel Networks Reporting for Call Center the following points must be observed.
   - The IP address setting for the default website should be '(All Unassigned)' or the IP address setting for the default website should be 127.0.0.1 and the host header should be localhost.
   - The port should be set to 80.
   - Ports 3500, 6010 and 6011 must not be blocked by local firewalls.

!	It is recommended that you ensure that you have made your Web Host PC Internet Information Services installation as secure as possible. Generally this involves loading security patches and/or service packs for Internet Information Services and for the operating system of the Web Host PC. These are made

	available free of charge by Microsoft. Contact your network Administrator for further advice.

Now you are ready to install the Nortel Networks Reporting for Call Center software from the Call Center platform.

!	You **must** have Administrator's rights for the installation to be successful. If you do not have Administrator's rights for the PC on which you wish to install Nortel Networks Reporting for Call Center, the installation will be halted and you will be requested to log out and log back in with Administrator's rights.

Installing Nortel Networks Reporting for Call Center software

By default, Nortel Networks Reporting for Call Center software creates a folder called **\Program Files\Nortel Networks\Nortel Networks Reporting for Call Center** on the installation drive of the Web Host PC. This folder contains the application files used by Nortel Networks Reporting for Call Center. It also contains the Nortel Networks Reporting for Call Center configuration and statistical database.

> **Note:** Before Nortel Networks Reporting for Call Center will operate correctly, you must enable the Call Center Reporting Software Keycode. For Software Keycode information, refer to the *Software Keycode Installation Guide*.

TCP/IP Protocol

The Call Center platform and Nortel Networks Reporting for Call Center use the industry standard TCP/IP protocol for communication between the Call Center and the Nortel Networks Reporting for Call Center Web Host PC. This means the Windows Network component is required for the Nortel Networks Reporting for Call Center Web Host PC.

The Nortel Networks Reporting for Call Center installation process does not install the Windows Network component. For instructions on installing the Windows Networking component, refer to your network or Windows documentation.

Checking whether the Windows Networking Component Is Installed

To check that the Windows Network component is set up properly on a PC in order for it to operate as a Web Host PC, the following steps must be performed:

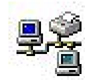
> **Note:** If your company has a network administrator, check with your administrator before changing any network configuration parameters.

4. Start the Windows system on the PC that will have the Nortel Networks Reporting for Call Center application installed.

5. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**. The **Control Panel** window appears.

(If you are using the Windows 2000 operating system, double click instead on **Networking and Dial-up Connections**. The **Networking and Dial-up Connections window** appears)

(If you are using the Windows XP operating system, point to Start, Connect to and then click on instead on **Show All Connections**. The **Networking Connections window** appears)

6. Double click on the **Network**  icon . The **Network** window appears with the **Configuration** tab displayed.

   (If you are using the Windows 2000 or Windows XP operating system, right click on the **Local Area**  **Connection** icon and then click on **Properties**.)

7. Check that TCP/IP appears on the list of installed network components. If TCP/IP is not on the list, click **Add** to install this protocol using the Windows installation instructions, or refer to your network administrator.

Installing Nortel Networks Reporting for Call Center

For a Business Communications Manager Installation

Exit any Windows programs that are running.

Start your internet Browser (such as Internet Explorer or Netscape), and use it to connect to the Business Communications Manager. Do this by entering into the browser Address Bar the IP Address of the Business Communications Manager in the following format: https://10.10.10.1/.

(Remember to substitute the IP Address of *your* Business Communications Manager for the 10.10.10.1 shown in the example above.)

Nortel Networks Unified Manager page will appear in the browser.

Click on the **Install Clients** link.

The **Install Clients** page will appear in the browser.

Click on the **Nortel Networks Reporting for Call Center** link. Information on the Nortel Networks Reporting for Call Center application will appear in the browser window. (You may need to scroll down through the page to see the button which install the application.)

Click on the **Nortel Networks Reporting for Call Center** button.

A dialog will appear from which you can select to either **Run this program from its current location** or **Save this program to disk**. The default option is **Save this program to disk.** Click on **OK**.

The dialog box shown in Figure 2 on Page 13 will appear. Please wait.

For a CallPilot Installation

Exit any Windows programs that are running.

Insert the Application Installation CD into the CD drive of the PC you wish to use as the Web Host PC.

Double-click on the Setup.exe file.

The dialog box shown in Figure 3 on Page 13 will appear. Please wait.

Figure 3: InstallShield Initialization Dialog

The Extracting Files dialog shown in Figure 3 prepares the installation files required to install the Nortel Networks Reporting for Call Center files on the Web Host PC.

Figure 4: Language Selection Dialog

The dialog shown in Figure 4 This dialog allows you to select the default language for your installation of Nortel Networks Reporting for Call Center.

Note that the Users of Nortel Networks Reporting for Call Center are each allocated a language, so that you can have different languages in use by various Users at the same time.

This dialog allows you to define the default language for the Log In Page, and for the default Administrator. When you have selected your language, click on the OK button. If you wish to stop the installation, click on the Cancel button.

You will then be presented with the InstallShield Windows Installer Configuration Dialog shown in Figure 5 prepares the Wizard which is required to install the Nortel Networks Reporting for Call Center files on the Web Host PC.

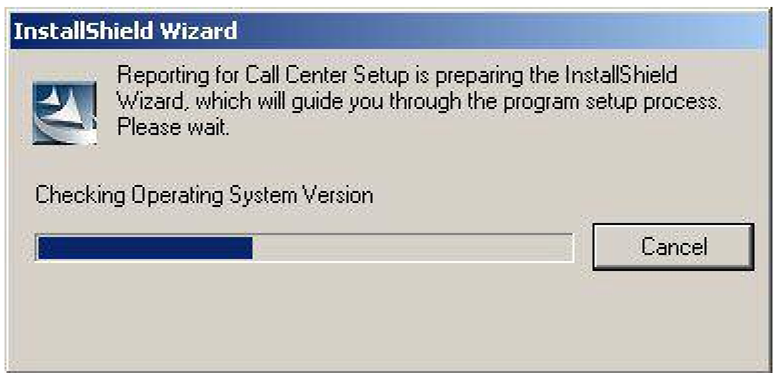


Figure 5: InstallShield Windows Installer Configuration Dialog

If you click on the OK button you will be presented with the dialog shown in Figure 4.

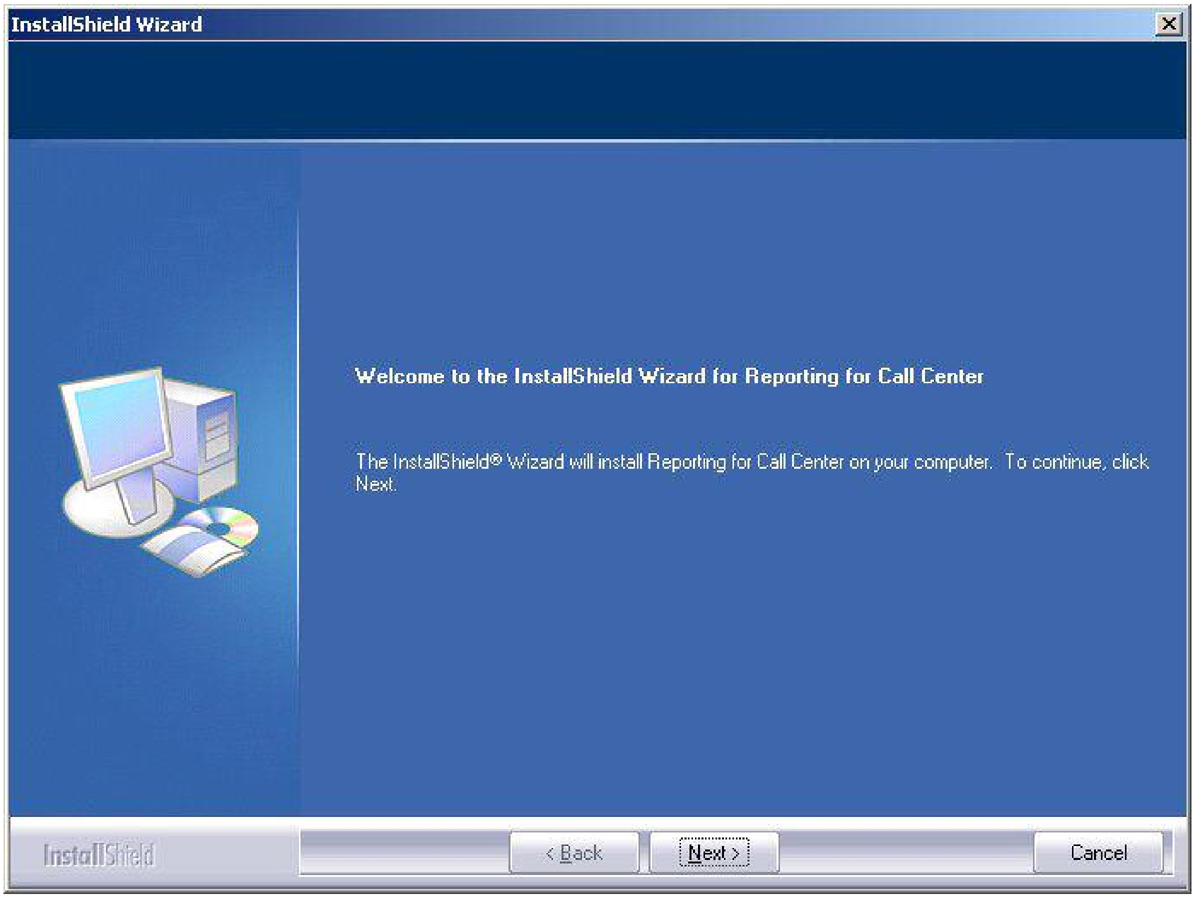


Figure 6: InstallShield Wizard Start Dialog

The dialog shown in Figure 6 is the Welcome dialog. If you wish to cancel the installation procedure, click on the Cancel button. To proceed, click on the Next button.

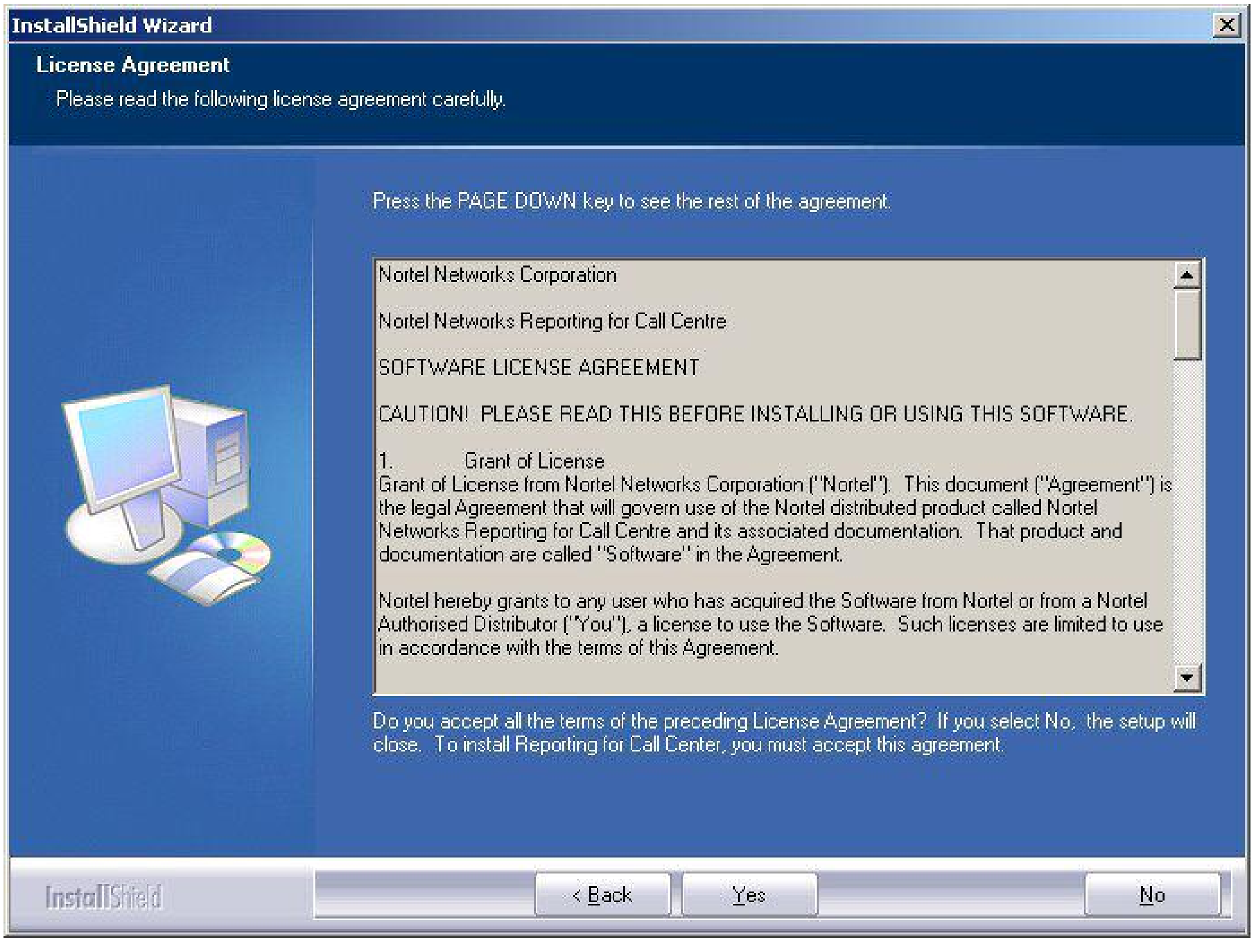


Figure 7: License Agreement Dialog

The dialog shown in Figure 7 is the License Agreement dialog. Please read the Software License Agreement before proceeding. To proceed with the installation you must click the Yes button. To cancel the installation click on the No button. To return to the Welcome dialog, click on the Back button.

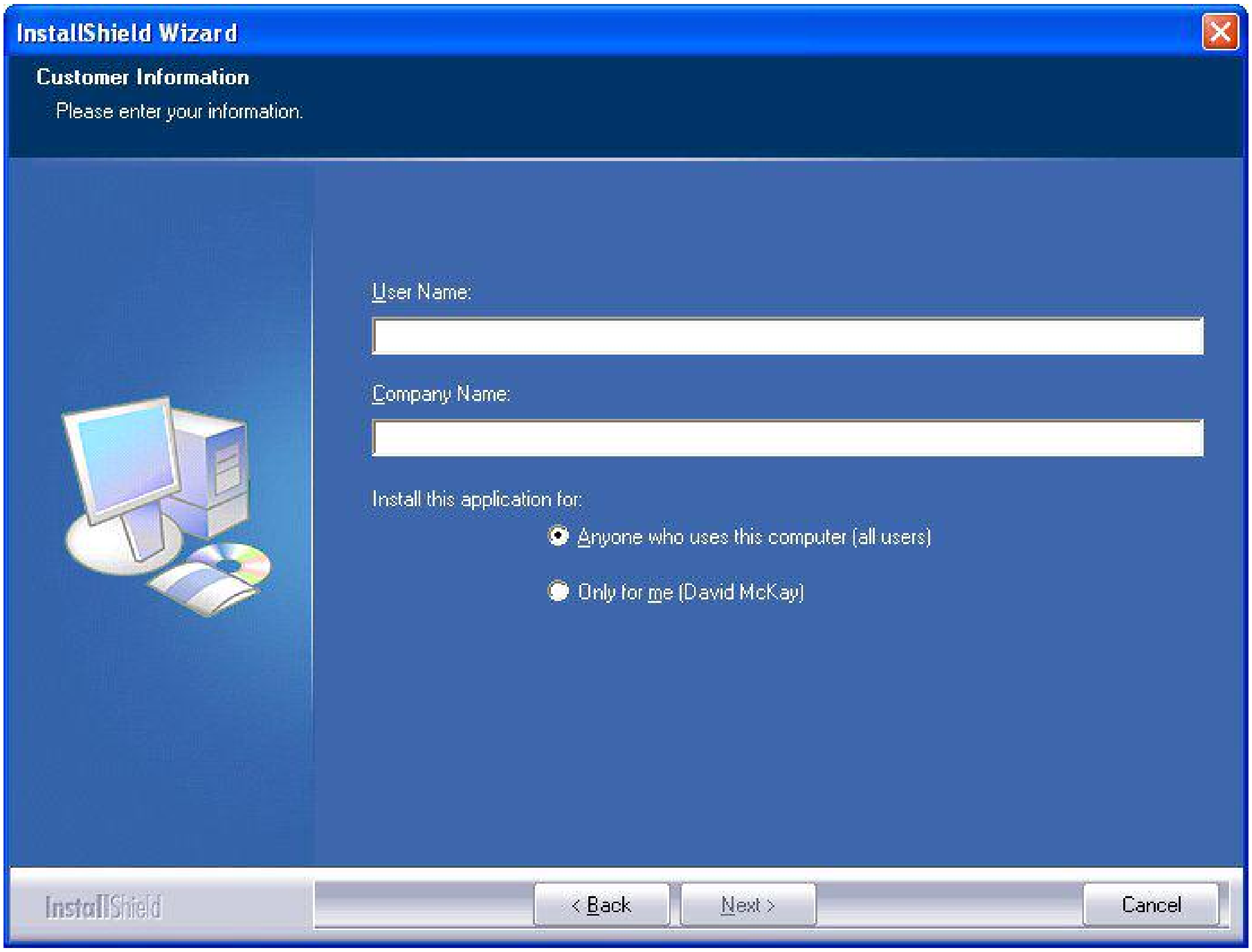


Figure 8: Customer Information Dialog

If you clicked the **Yes** button in the License Agreement dialog shown in Figure 4, you will be presented with the dialog shown in Figure 8. This is the Customer Information dialog. Enter your user name in the User Name field. Enter the Company Name in the Company Name field. When you have entered these fields, the **Next** button will become available. Until you have entered these fields the **Next** button is greyed out.

To proceed with the installation click the **Next** button. To cancel the installation click on the **Cancel** button. To return to the License Agreement dialog, click on the **Back** button.

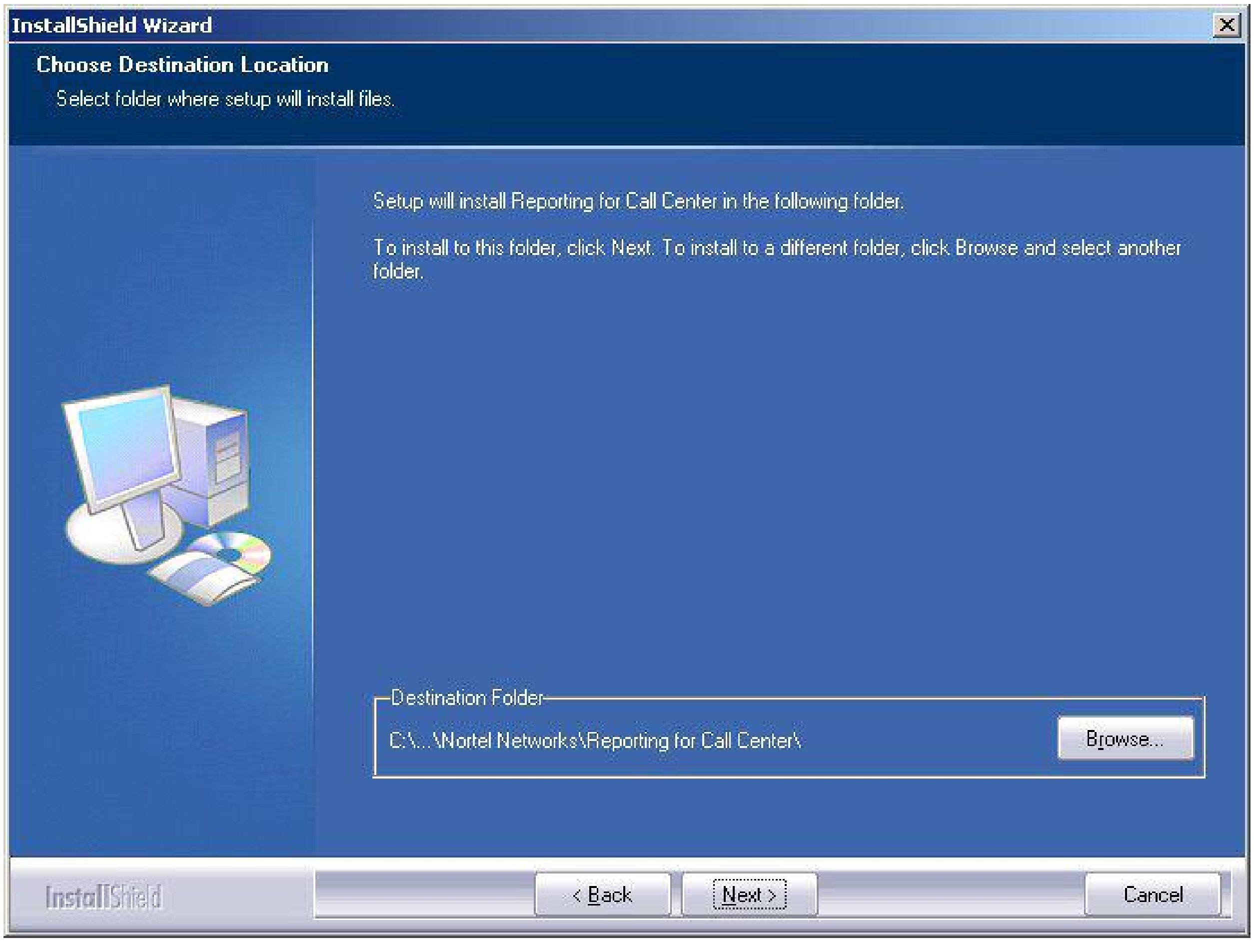


Figure 9: Choose Destination Location

If you clicked the **Next** button in the Customer Information dialog shown in Figure 8, you will be presented with the dialog shown in Figure 9. This is the Choose Destination Location dialog. If you do not wish to install Nortel Networks Reporting for Call Center on the default drive (C:) click the **Browse** button and choose a new destination.

To proceed with the installation click the **Next** button. To cancel the installation click on the **Cancel** button. To return to the Customer Information dialog, click on the **Back** button.

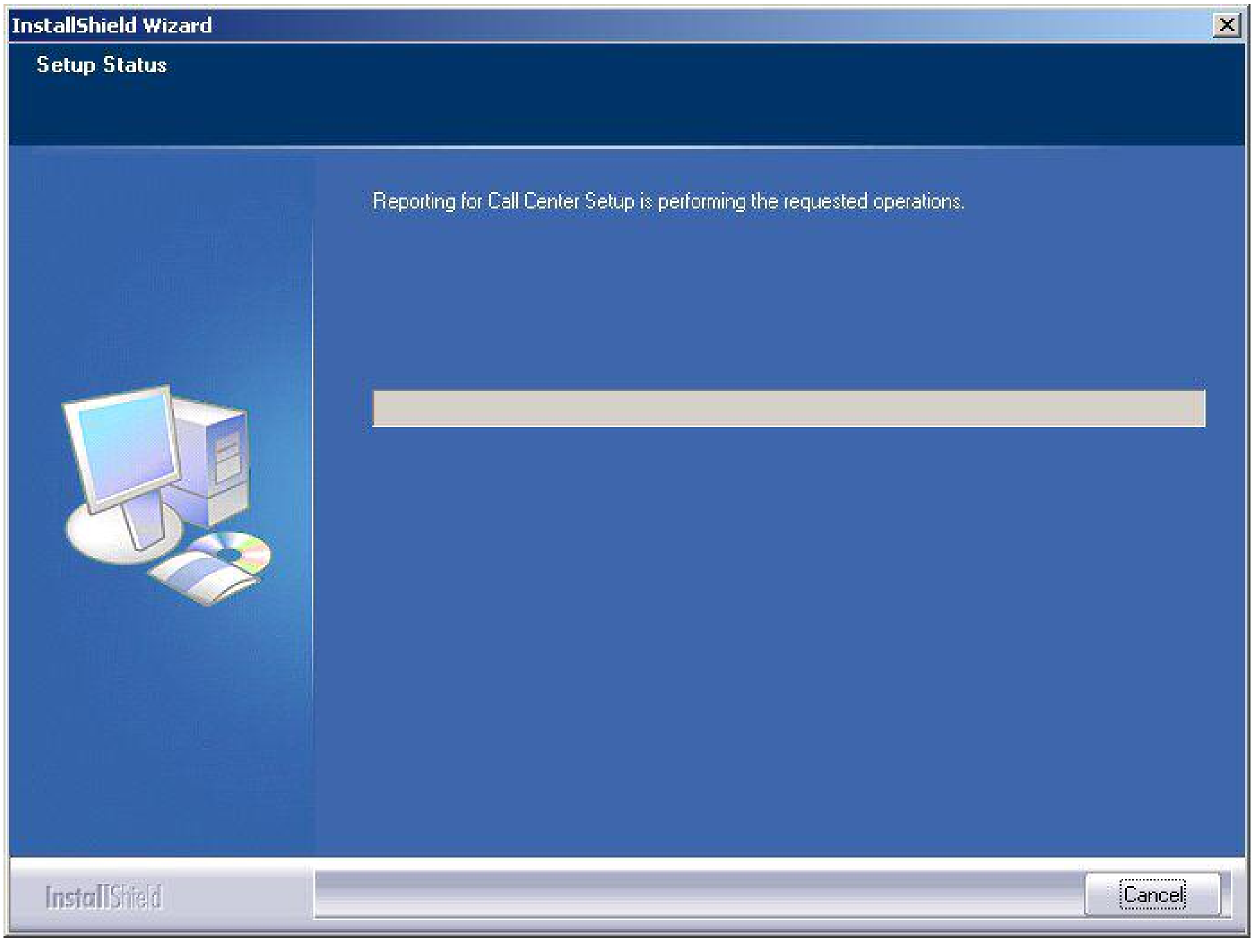


Figure 10: Setup Status Dialog

If you clicked the **Next** button in the Choose Destination Location dialog shown in Figure 9, you will be presented with the dialog shown in Figure 10. This is the Setup Status dialog. This shows the progress of the installation. If you wish to cancel the installation click the **Cancel** button. If you wish to proceed with the installation please wait for the installation to complete.

Presently you will see the message shown in Figure 11 displayed.

Figure 11: Database Installation Dialog

This informs you that the installation has proceeded to the stage where the MySQL database is being installed. (The MySQL database is not installed into the same folders as Nortel Networks Reporting for Call Center, it is installed into \mysql on the target hard drive.) Please wait.

Presently you will see the message shown in Figure 12 displayed.

Figure 12: Java Installation Dialog

This informs you that the installation has proceeded to the stage where the Java Runtime is being installed. (The Java Runtime is not installed into the same folders as Nortel Networks Reporting for Call Center, it is installed into \program Files\Java on the target hard drive.) Please wait.

Presently you will be presented with the Installation Complete dialog, shown below in Figure 13.

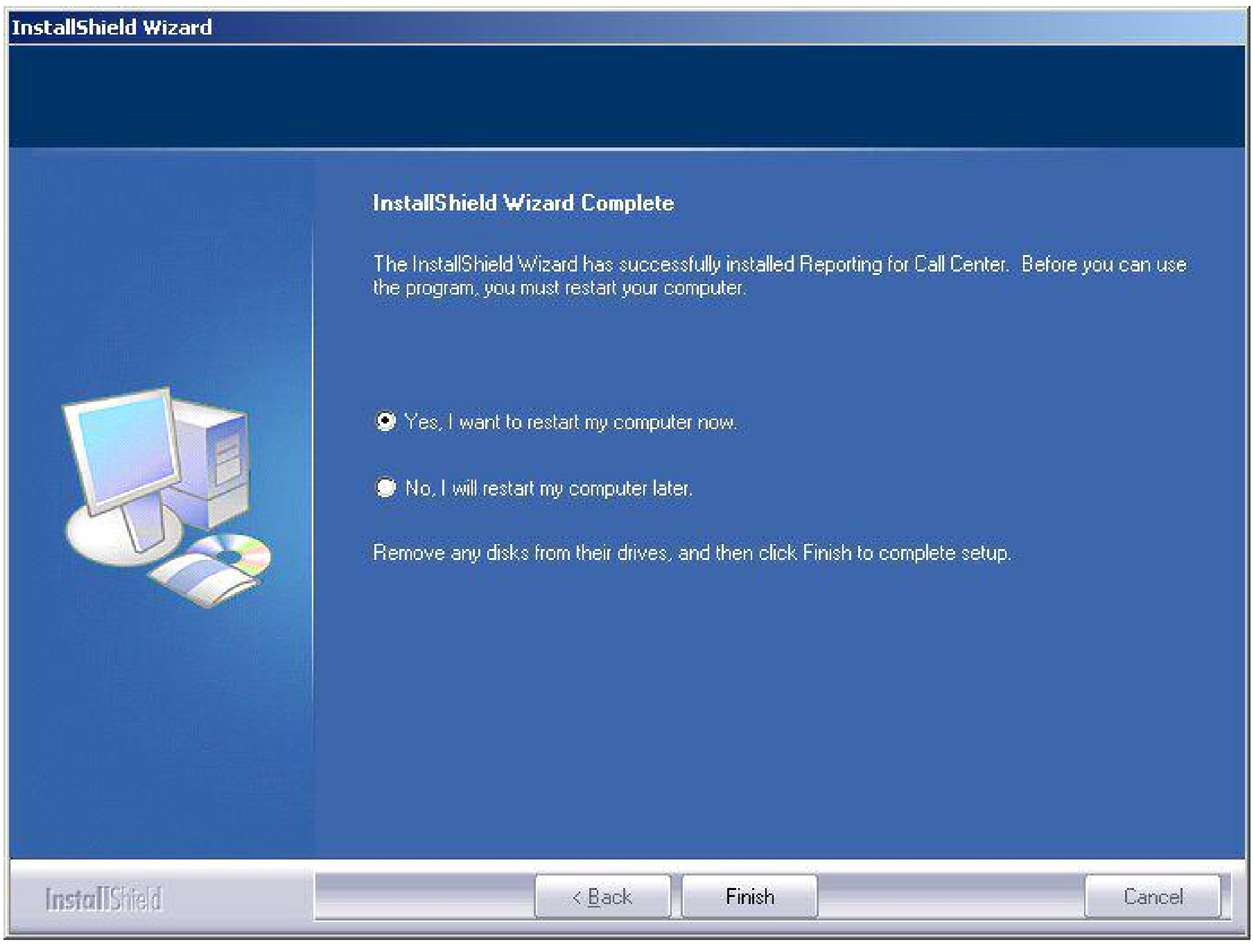


Figure 13: Installation Complete Dialog

Before Nortel Networks Reporting for Call Center can operate correctly, your Web Host PC must be rebooted.

To have the installation reboot your PC straightaway, click the **Yes, I want to restart my computer now** radio button, and then click the **Finish** button.

To complete the installation without rebooting your PC at this time, click the **No, I will restart my computer later** radio button, then click the **Finish** button.

Call Center Reporting Server

If your Call Center Platform is a CallPilot, you will also need to install the Call Center Reporting Server onto a PC. Typically this will be the PC you will use as the Master Web Host.

Note: You **DO NOT** need to perfom this installation if your Call Center platform is a Business Communications Manager.

1. Load the CallPilot 100/150 CD in the CD-ROM drive of your computer.
2. Inside the CD folder double-click the **Optional Software** folder.
3. Inside the **Call Center Application Server** folder double-click **setup.exe**.
   The Welcome screen appears.
4. Click the **Next** button.
   The License Agreement screen appears.
5. Click the Yes button to accept the license agreement.
   The folder selection screen appears.
6. We recommend you install the reporting server in the default folder shown.
   Click the **Next** button.
   The database folder screen appears.
7. We recommend you install the database in the default folder shown.
   Click the **Next** button.
   If you do not have the Microsoft SQL Desktop Engine (MSDE) installed on your computer, a message appears that asks if you want to install it.
8. If you have MSDE installed, go to step 9.
   If you do not have MSDE installed, click OK and wait until it is installed.
   If you do not have Microsoft .NET Framework installed, a message appears that asks if you want to install it.
9. If you have Microsoft .NET Framework installed, go to step 10.
   If you do not have Microsoft .NET Framework installed, follow the information on the next six screens to install it.

   A message appears that says that the Call Center Reporter Server configuration tool will now launch.
10. Click the **OK** button.
11. On the Call Center Reporting Server Config screen:
    a) In the CallPilot address box your local host address automatically appears.
       Change this address to the IP address or Fully Qualified Domain Name of your CallPilot.
    b) If you have a Call Center reporting application installed on the same PC as the Call Center Reporting Application Server software, you must change the HTTP Listen Port

value from its default (80), by entering the number of the port you want to use. If your reporting application is installed on a different PC, you can leave the value at its default of 80. If you do not know which port to use, ask your installer.

c) We recommend you do not change the values for the Control, Real-Time or Historical Ports

Click the **OK** button.

The Setup Complete screen appears.

12. Click the **Finish** button.

Administration 4

Logging In

Using Internet Explorer, browse to the URL of your Nortel Networks Reporting for Call Center Web pages Log In page.

The URL will be http://*NameOfWebHostPC*/RCC/index.asp

Where *NameOfWebHostPC* should be replaced with the network name or IP Address of the Web Host PC.

Note: If you are actually using the browser on the Web Host PC *NameOfWebHostPC* can be substituted with 'localhost'.

Note: Once you have successfully browsed to the Log In page, you might like to add this location to your Internet Favourites. This can be accomplished in Internet Explorer by pressing **Ctrl-D** when you are on the Log In page, or by clicking on **Favourites, Add to favourites…**

When you have logged in you will be presented with the page below.

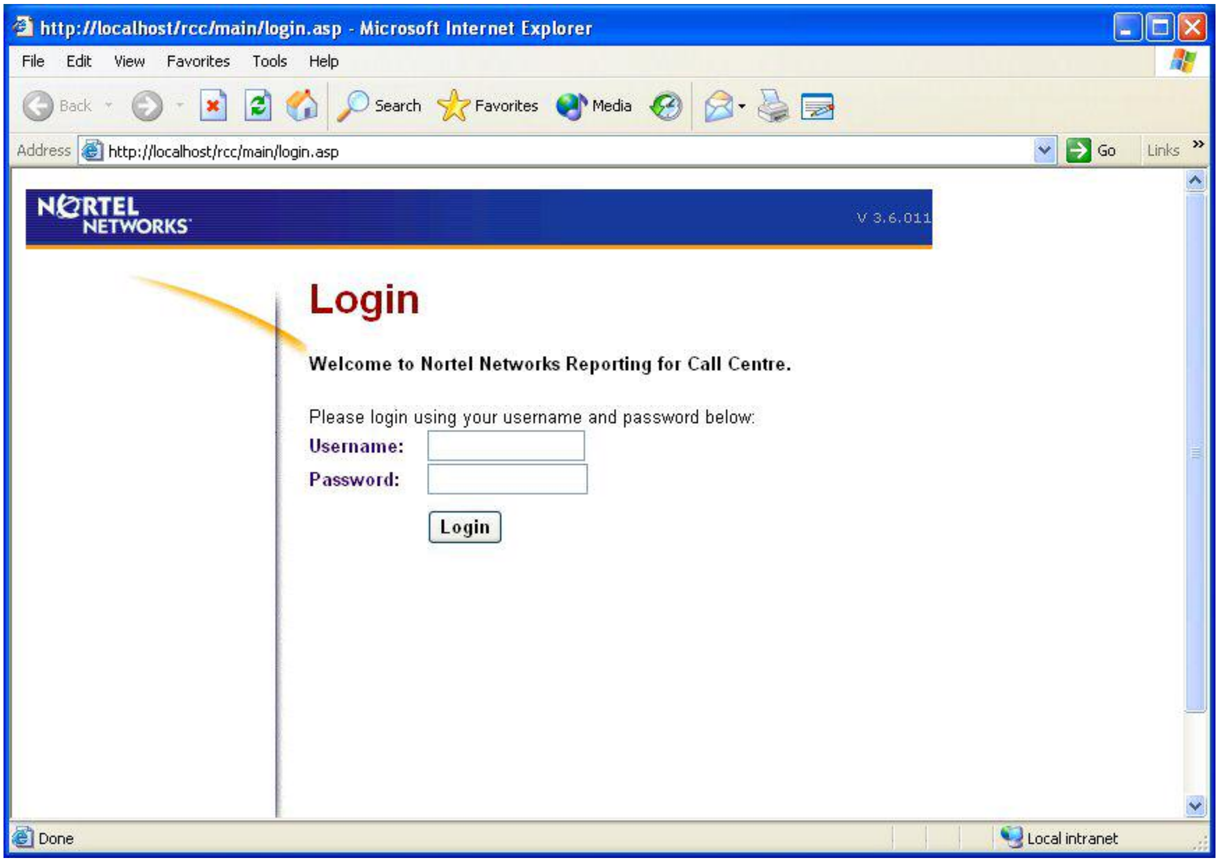


Figure 14 Log In page

Note: A System Administrator is already set up for you, with a default password. You will be required to change this password the first time you login.

Enter the username **admin** and the password **0000** and click on the Login button. You will be presented with the Change Password page, shown below.

Changing Default Password

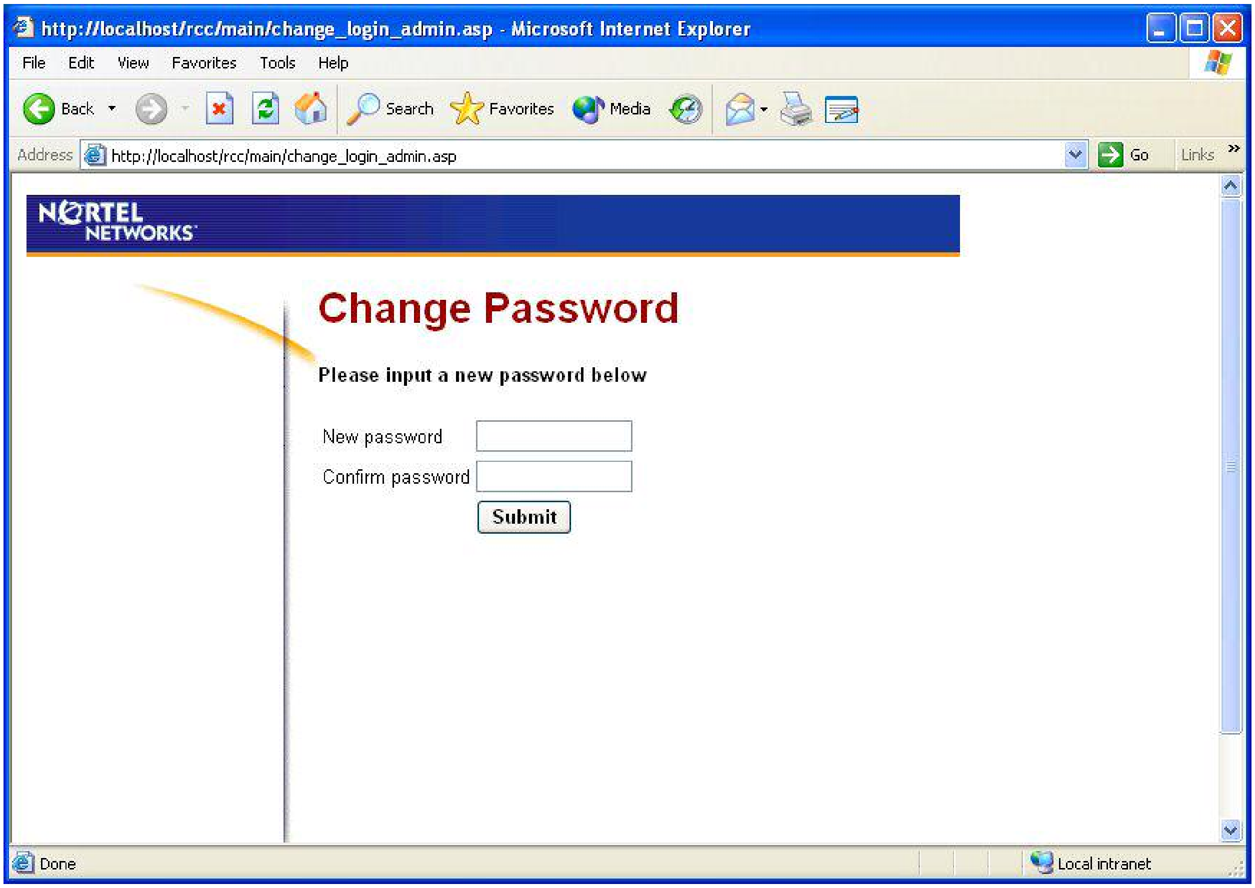


Figure 15 Change Password Page

Choose a new password. The password can be from 1 to 10 characters, including upper and lowercase letters, and digits. It can be anything apart from 0000. Enter your new password in the New Password field, and then enter the same password in the Confirm password field.

If there were any differences between the two entries you will be informed that the password and confirmation do not match, and you will need to re-enter the password in both fields once more.

If you have successfully entered the new password correctly in both fields you will be presented with the Administration Menu page, shown below.

Administration Menu

The Administration Menu is the page an Administrator will be presented with whenever they login (unless they are logging in with a default password of 0000).

Note: To remind you that you have logged in as an Administrator, the word 'Administration' is displayed on the right hand end of the blue bar at the top of each Administration page.

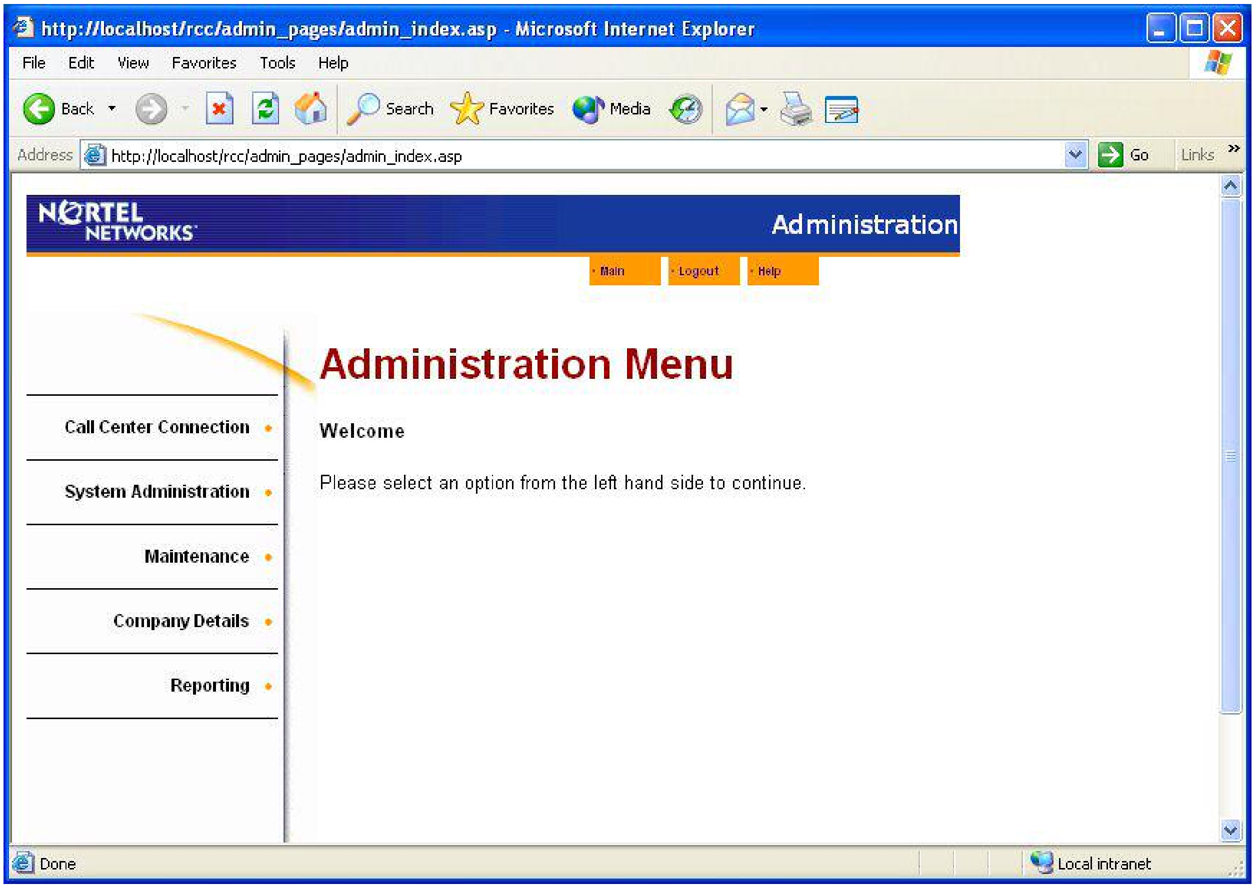


Figure 16 Administration Menu Page

The options that are available to an Administrator are listed down the left hand side of the page. These will be described in turn below.

Call Center Connection

The Call Center Connections option allows you to specify the network identifier (IP Address or Network Name) of the Call Center platform.

When you select the Call Center Connection option you are presented with the Call Center Connection page, shown below.

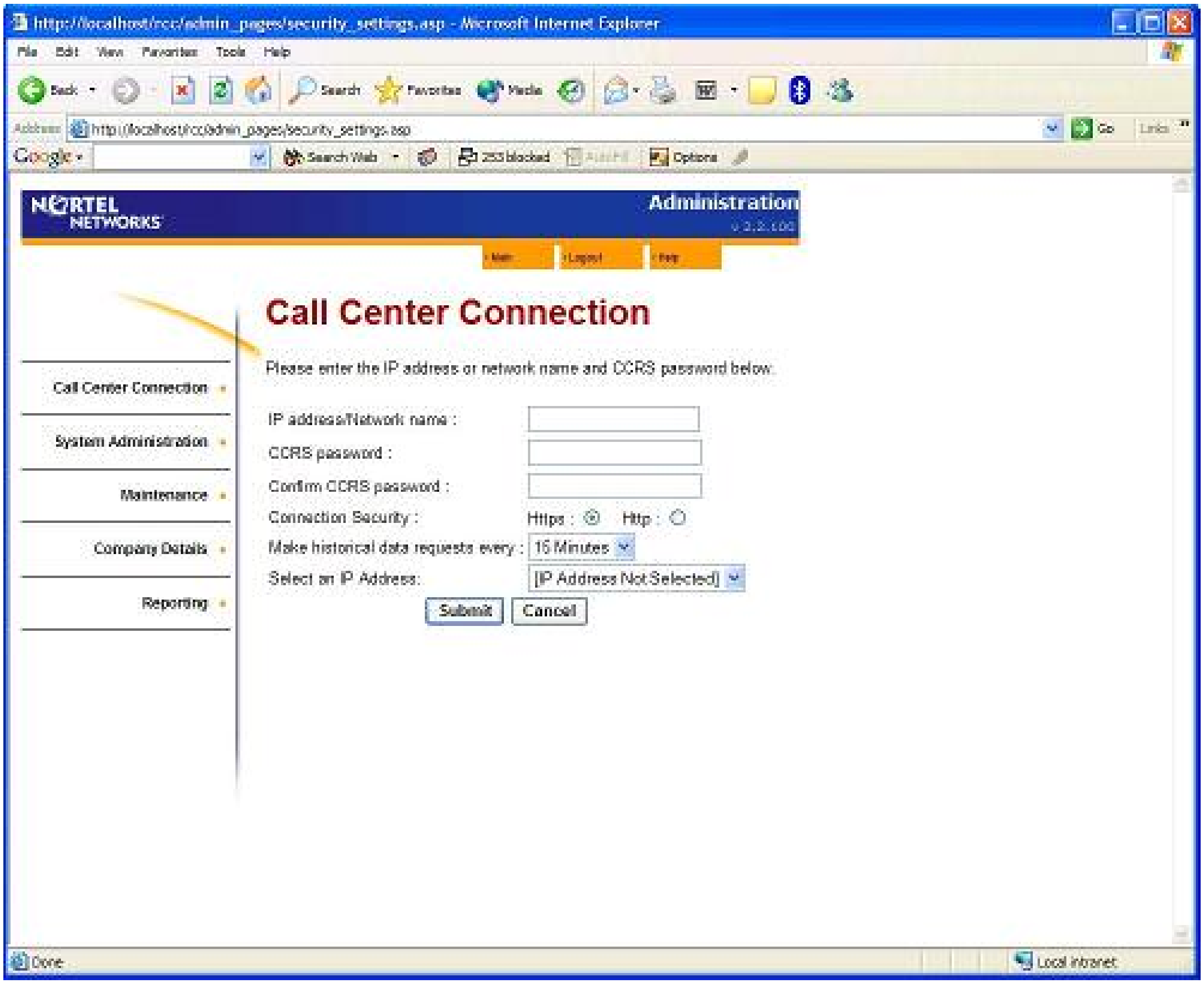


Figure 17 Call Center Connection Page

Enter the IP Address or the Network Name of the Call Center platform. If you do not know what to enter here, consult the Local Area Network Administrator for your site.

!	If you are entering the connection details for the PC on which the CallPilot 3.0 Application Server is running, you must also specify the Port number for which the Application Server has been configured. This is indicated by entering the IP Address, a colon and then the Port number. For example, If the IP address number was 10.1.1.150 and the Port number was 8079, the full entry in this field would be the 10.1.1.150:8079.

When Nortel Networks Reporting for Call Center communicates with the Call Center to request Real Time or Historical Report data it includes a password in the data request. This allows the Call Center to verify that the application requesting the data is authorized to receive it.

This password is set within the Call Center using CallPilot Manager. That same password must be entered into the CCRS password field. It must then be entered into the Confirm CCRS password field.

Note: The default CCRS password is 'CCRS', but this might have been changed within the Call Center from within CallPilot Manager.

The Connection Security radio buttons allow you to specify whether you are connecting to the Call Center using HTTPS or HTTP. By default, this connection is HTTPS. If it is changed on the Call Center platform to HTTP you must also change this setting to HTTP. This is an advanced setting that is not usually changed from the default.

When you change the Connection Security setting you will see a popup message informing you that you must reboot your Web Host PC in order for the settings to take effect.

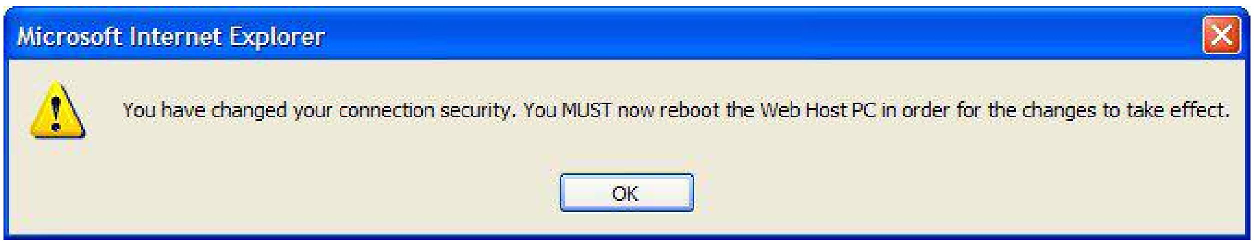


Figure 18 Connection Security Setting Changed Reboot Message

As indicated in the message box shown above, you **must** close down and restart the Web Host PC before these changes will take effect.

The Make data requests every dropdown allows you to specify how frequently the Web Host PC communicates with the Call Center in order to obtain reporting data. It is usual to set this to 15 minutes.

The Select An IP Address field allows you to select which IP Address (Network Interface Card) you wish to use to communicate to the wallboards with. If the Web Host PC has more than one IP Address (because it has more than one Network Interface Card configured) the drop down menu will be populated with the IP Addresses that have been configured for the Web Host PC. This allows you to select which Network Interface Card to use for communication with the wallboards. The Network Interface Cards are identified in the drop down menu by their configured IP Addresses.

You should select the IP Address which has been configured on the Network Interface Card which is connected to the same network as the wallboards. Note that this is NOT the IP Address of the wallboard – this is the IP Address that has been configured for the Network Interface Card in the Web Host PC.

!	Note that if you add a new Network Interface Card or other network type of device, such as a USB Bluetooth device, or if you enable a disabled Network Interface Card, then you must reboot your Web Host PC in order for the new device to be detected and presented to you in the Select An IP Address drop-down menu.

When you click on the Submit button on the Call Center Connection page (see Page 22 of the Reporting for Call Center SUOG) you will see a popup message informing you that the data download might take some time, and to please await further notification.

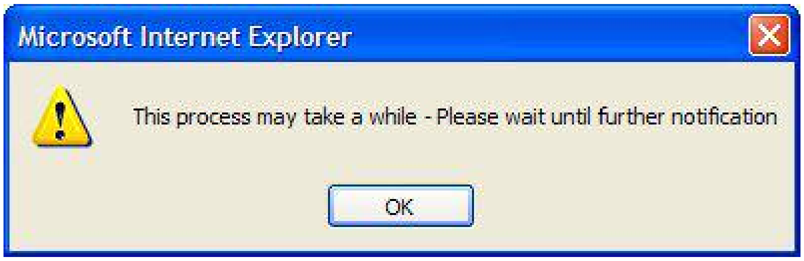


Figure 19 Starting Data Download notification Message

When you click the OK button the message box will close and Reporting for Call Center will repeatedly request historical data from the Call Center until the database on the Web Host PC is up to date.

A small window will appear which will show an updated display to allow you to monitor the progress of the Call Center download.

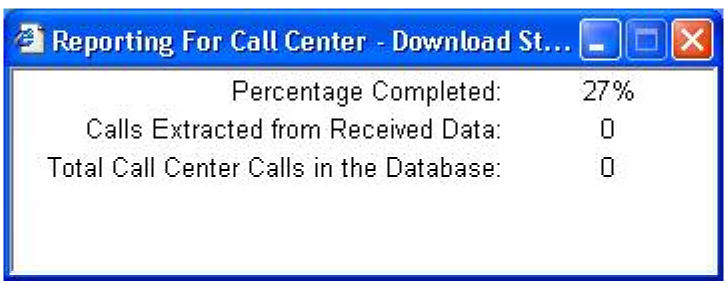


Figure 20 Download Status Window

This window provides information regarding the status of the current download.

The Percentage Completed line indicates how near to completion the download is. When Reporting for Call Center is installed it queries the Call Center for any Call Center data that the Call Center has accumulated.

The oldest data that is held within the Call Center database defines the start point of the download, and the date of 'today' defines the end point of the download. The download has to request data from the Call Center for each day within the download period. The Percentage Completed line indicates how far through the download period the download process has reached in terms of *time*, not in terms of calls.

For example, if the Percentage Completed figure was at 50% and the Calls Extracted from Received Data was at 125, this does not mean the download will be complete when the Calls

Extracted from Received Data reaches 250. Rather, it means that the download has processed 50% of the download period and has extracted 125 calls so far.

Total Call Center Calls in the Database indicates the total amount of calls stored within the Web Host PC database, which will include the Calls Extracted from Received Data figure.

Note: The time taken to download the historical data from the Call Center and to store it in the Web Host PC database will depend on the amount of time the Call Center has been recording historical data prior to being connected to the Web Host PC, and the amount of call traffic that your Call Center handles.

As a rough guide, 30,000 calls will take between 6 and 18 hours, depending on the level of network traffic and the speed of your Web Host PC.

You may use your PC as normal during this period of course, but do not reset it or power it off.

When the download has completed you will be informed by another message box.

Note: If you have changed the Browser Web Page to something other than the Call Center Connection page, or if you have closed the Browser, then you will not receive the download completed message. The data download will complete as expected, and you will be informed of this in the Download Status Window, but you will not receive another message box from the Browser.

Note: If the Browser page has timed out by the time the data download has finished, this is not an error. Microsoft Internet Information Services has a setting which dictates how long it will wait before closing a web page. The data download will complete as expected, and you will be informed of this in the Download Status Window, but you will not receive another message box from the Browser.

System Administration

Selecting the System Administration option presents you with the System Administration Menu page, shown below.

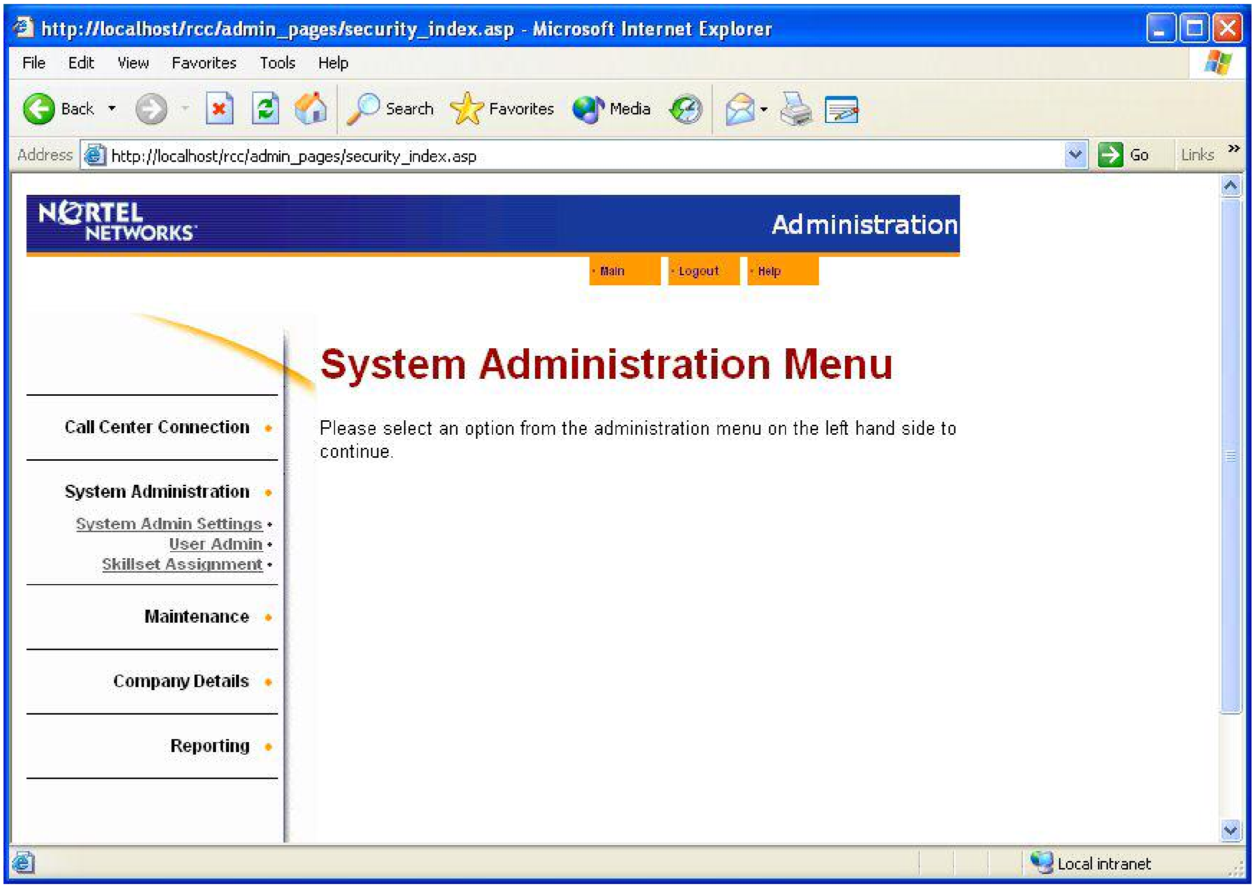


Figure 21 System Administration Menu Page

The System Administration Menu allows you to:

- Change the username and the password for the default Nortel Networks Reporting for Call Center Administrator
- To create Users
- To allocate Skillsets to those Users

System Admin Settings

Note: This is a special utility to allow you to amend the settings for the single, pre-defined Administrator that is supplied ready-defined with Nortel Networks Reporting for Call Center.

This is NOT the way to change the username and password of other Users who have been configured as Administrators. To change the details of those Administrators, use the User Admin Edit feature, described on Page 36.

On the System Administrator page you can change the name of the System Administrator or change their password, or both. In either case you must enter the current System Administrator password to confirm that you have authority to make these changes.

Selecting the System Admin Settings option presents you with the System Administrator details page, shown below.

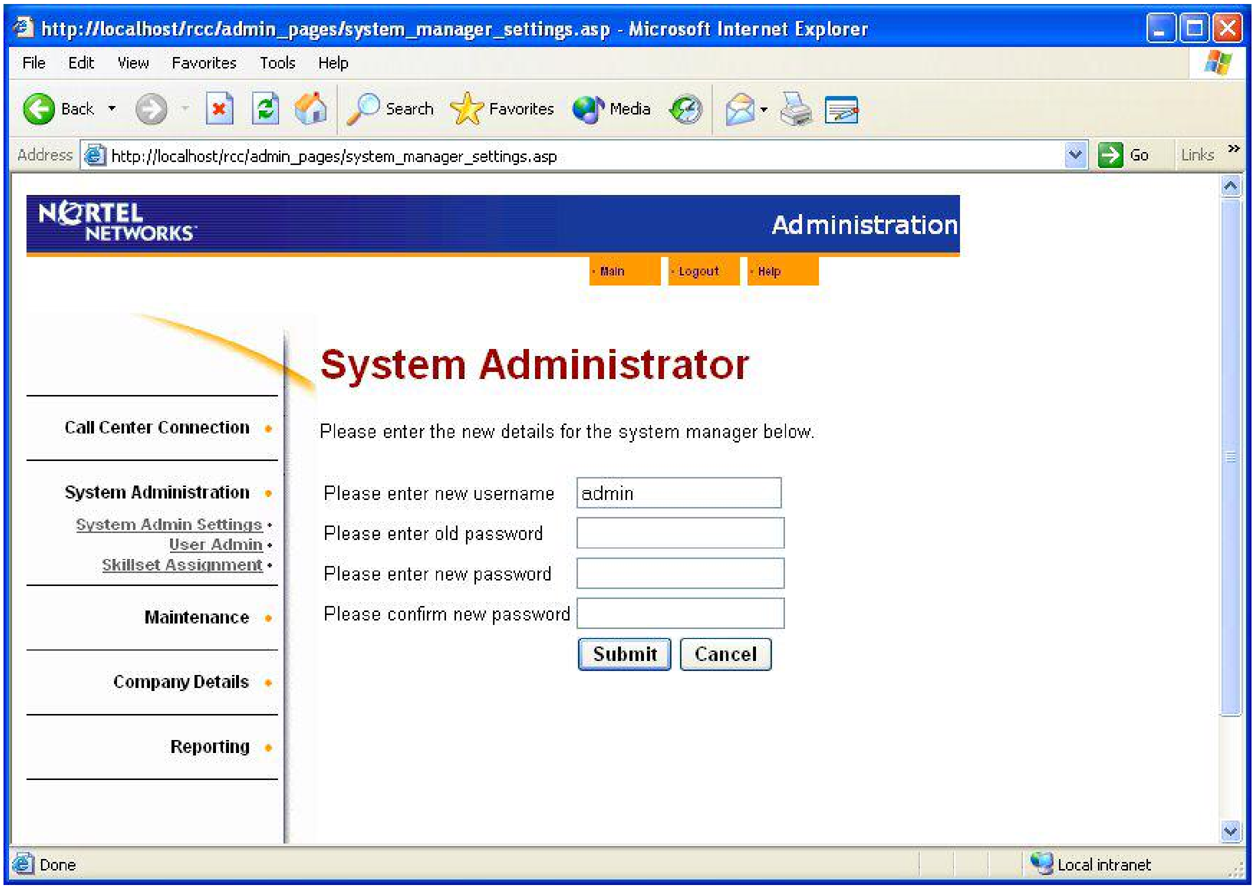


Figure 22 System Administrator details page

To change the name of the System Administrator provide a new name in the username field, and the current Administrator password in the old password field.

To change the password provide the new password in the new password field, and confirm the password by entering the same password in the confirm new password field. (You must also provide the old (that is, the current) password in the old password field.)

When you have made the changes you need to, click on the Submit button. You will be returned to the System Administration Menu page.

User Admin

This option allows you to Add, Delete, Edit the settings or Reset the password for a User.

Note: A User is not an Agent! A user is someone that you wish to have access to the Nortel Networks Reporting for Call Center system, in order to monitor Skillsets through the Real Time screens and to be able to obtain Historical Reports on those Skillsets.

You do not have to enter all of your Call Center Agents into Nortel Networks Reporting for Call Center (although you can, if you so wish). Typically, you would enter Skillset Supervisors and other Management personnel who need to know about the performance of the Call Center.

Selecting the User Admin option presents you with the user Admin page, shown below.

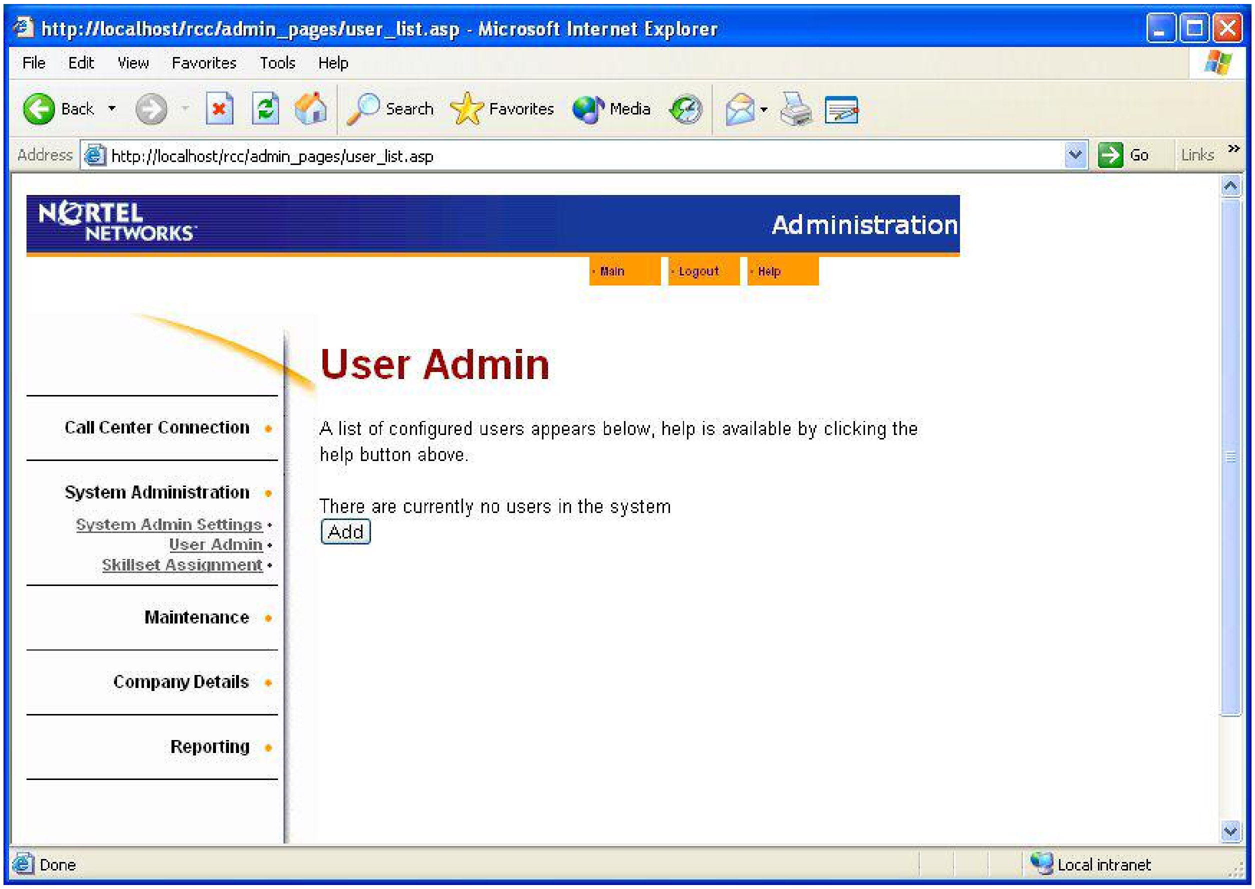


Figure 23 User Admin Page

The first time you see this page there will be no Users defined. To add users click the Add button. You will be presented with the Add User page, shown below.

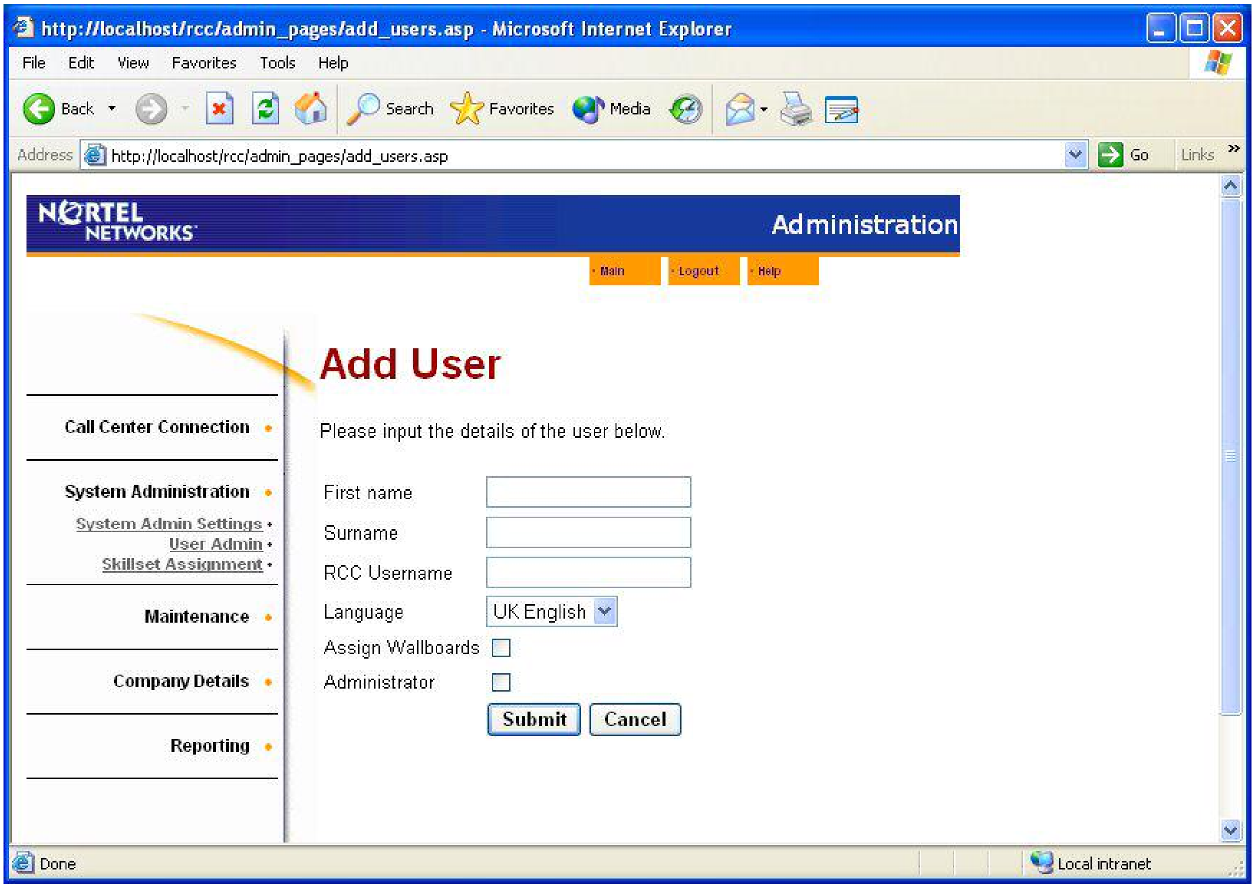


Figure 24 Add User Page

This page allows you to enter the details of the new User. You provide the first name and the surname of the User, and the username they will use to log in to Nortel Networks Reporting for Call Center with. You can specify the language preference of the User, which will dictate the language used to display the Nortel Networks Reporting for Call Center Web Pages to them.

Finally, you can specify whether the new User is able to configure wallboards (for their assigned Skillsets), and whether they are a regular User or an Administrator.

Note 1: You should only make a User an Administrator if it is required for that individual to be able to specify and change fundamental configuration settings within Nortel Networks Reporting for Call Center.

Note 2: All new Users have their passwords defaulted to 0000. The first time they login to Nortel Networks Reporting for Call Center they are prompted to change their password.

In the example shown below, the new user Mary Smith has been added, with the Username of MaryS, she is going to receive the Web Pages in English and whilst she is able to configure wallboards for her assigned Skillsets, she is not a full Administrator.

Administration and User Permissions

The System Administrator, Users created as Administrators, Users who can Assign Wallboard and Standard Users have different administration capabilities regarding other Users, Skillset Assignment and Wallboard Assignment.

Regular Users (Standard Users)
These are Users who have been created without either the Administrator or the Assign Wallboards check boxes ticked. These Users can perform no configuration of other Users, and they cannot change their own settings. They also cannot assign or work with Wallboards. Regular Users only have access to the Skillsets that were assigned to them by the System Administrator.

Users with the Assign Wallboard Box Checked (Wallboard Users)
These are Users who have been created without the Administrator check box ticked. These Users can perform no configuration of other Users, and they cannot change their own settings. They can assign and work with Wallboards. Wallboard Users only have access to the Skillsets that were assigned to them by the System Administrator.

Users with the Administration Box Checked (User Administrators)
These are Users who have been created with the Administrator check box ticked. These Users can perform configuration and editing activities on other Users, including creating Users and assigning Skillsets to them. They cannot change their own settings however, apart from resetting their own password. If the Wallboard check box was ticked when their own account was originally created they are also able to assign and work with Wallboards. User Administrators only have access to the Skillsets that were assigned to them by the System Administrator.

System Administrator
This is the default Administrator account which is created when Nortel Networks Reporting for Call Center was installed. This User has full access to the system and to all configuration options. They can create and edit and delete Users, and can assign Skillsets to them. They can also reset User passwords, including the System Administrator's password. Note that they are the only user who can do this. The System Administrator has access to any Skillset.

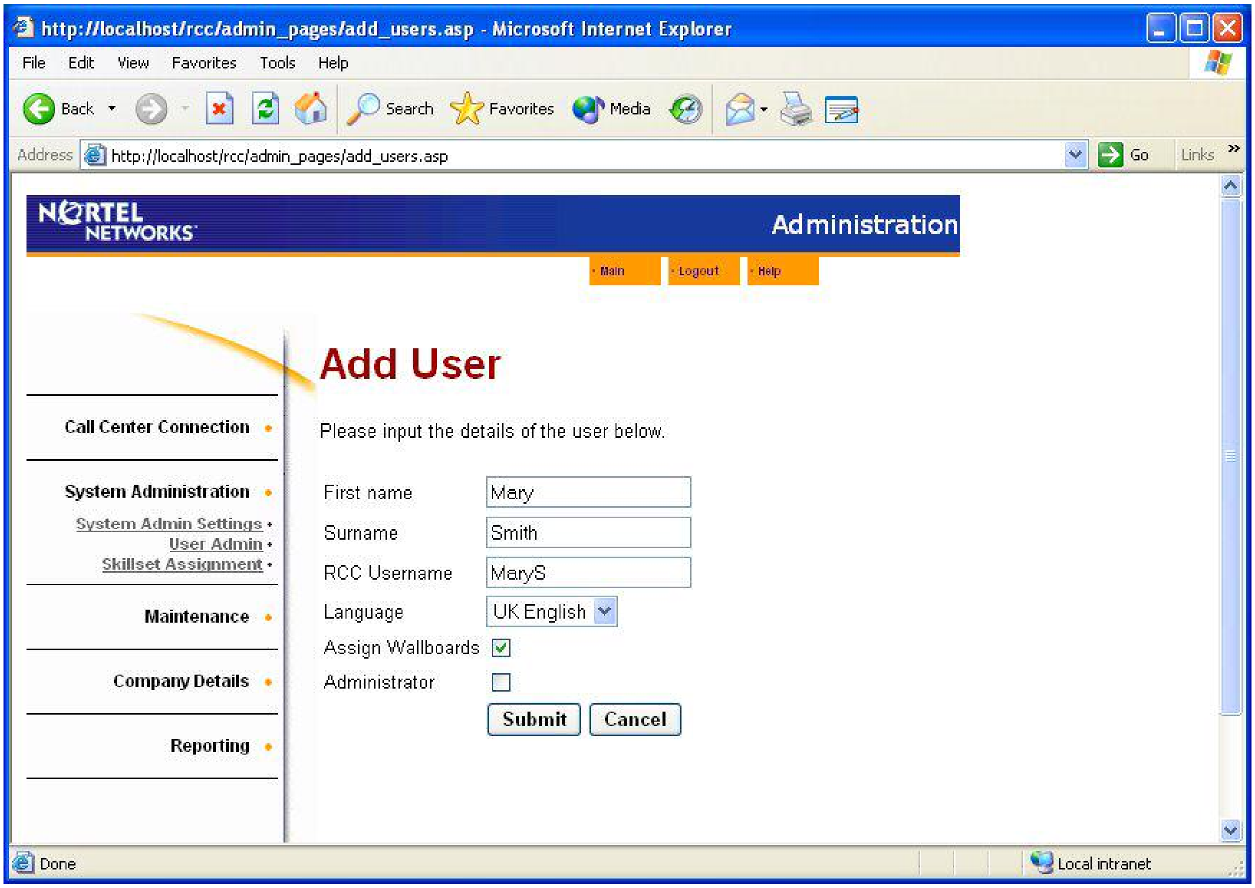


Figure 25 Details for new User Mary Smith

When you have completed the details of your new User, click on the Submit button. This will save the details of the newly entered User.

A small dialog box will ask whether you wish to add more Users. If you choose to Add more users the Add User page fields are cleared and you can enter the details of your next new User. If you decide not to add any more Users at this time you are returned to the User Admin page.

The newly added User will now be listed on the User Admin page. Beside the user details are some buttons. These allow you to Edit the details of the user, to Delete the User from the system entirely or to Reset their password to 0000, should they have forgotten their password.

Edit

This button will present you with the Edit user page, shown below.

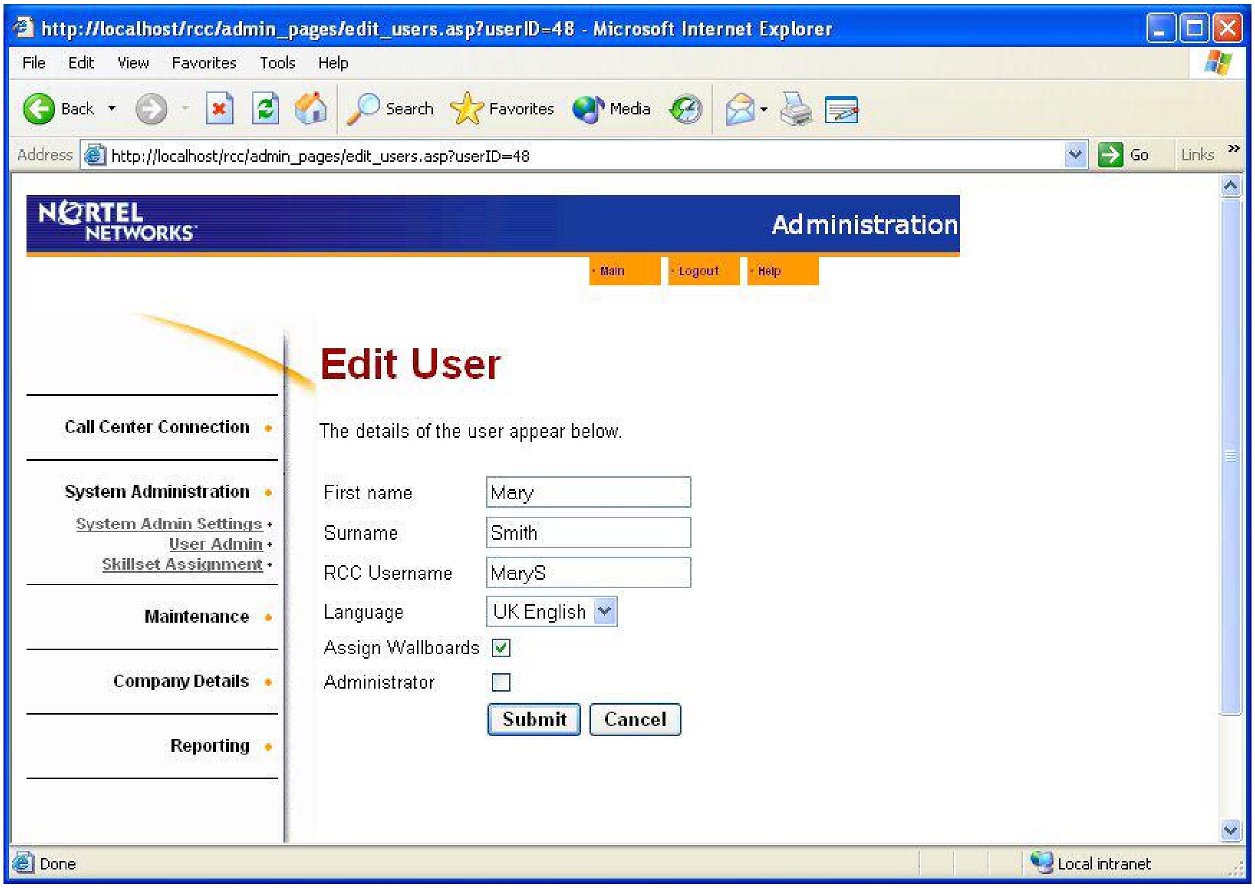


Figure 26 Edit User Page

This is similar to the Add User page but the User detail fields are already populated with the currently stored details for the User.

Delete

Use this option to remove the details of a User completely.

Note: If you Delete a User and subsequently wish that you hadn't, you will have to Add the User again by using the Add User page and entering their detail once more.

When you click the Delete button you will be prompted to make sure that you wish to remove the User. If you do not wish to remove the User click the Cancel button, if you are sure you wish to remove the User click the OK button.

In both cases you will be returned to the User Admin page, but if you decide to remove the User they will no longer be included in the list of configured Users.

Reset Password

This button allows you to reset the password of the User to 0000. This will mean that the User must use the password 0000 when they next login, and they will be forced to select a new password. Use this option when a User has changed their password to something and then forgotten what it was.

When you click the Reset Password button you will be prompted to make sure that you wish to reset the password for the User. If you do not wish to reset their password click the Cancel button, if you are sure you wish to reset their password, click the OK button.

In both cases you will be returned to the User Admin page, but if you decide to reset their password they will need to use the password 0000 the next time they login. They will then be prompted to enter a new password.

Skillset Assignment

This option allows you to assign Skillsets to Users. Assigning Skillsets to a User allows the User to view those Skillsets in the Real Time screens and to obtain Historical Reports on those Skillsets.

A User can have multiple Skillsets assigned to them, and a Skillset can be assigned to multiple Users.

Selecting the Skillset Assignment option presents you with the Skillset Assignment page, shown below.

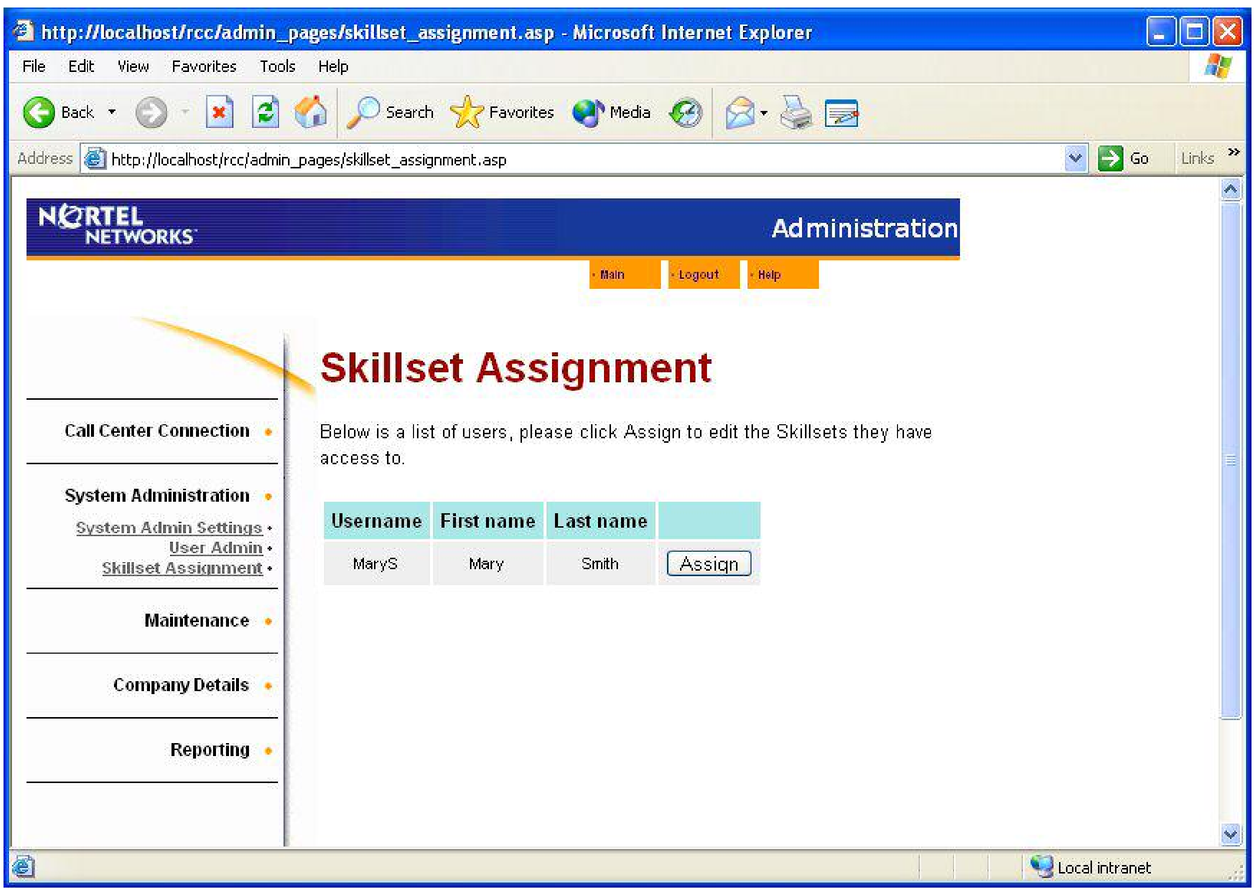


Figure 27 Skillset Assignment Page

Each configured user is listed on this page. In our example we only have one configured User, Mary Smith. Beside the entry for Mary Smith there is a button labelled Assign. Clicking the Assign button presents you with the Assigned Skillsets page, shown below.

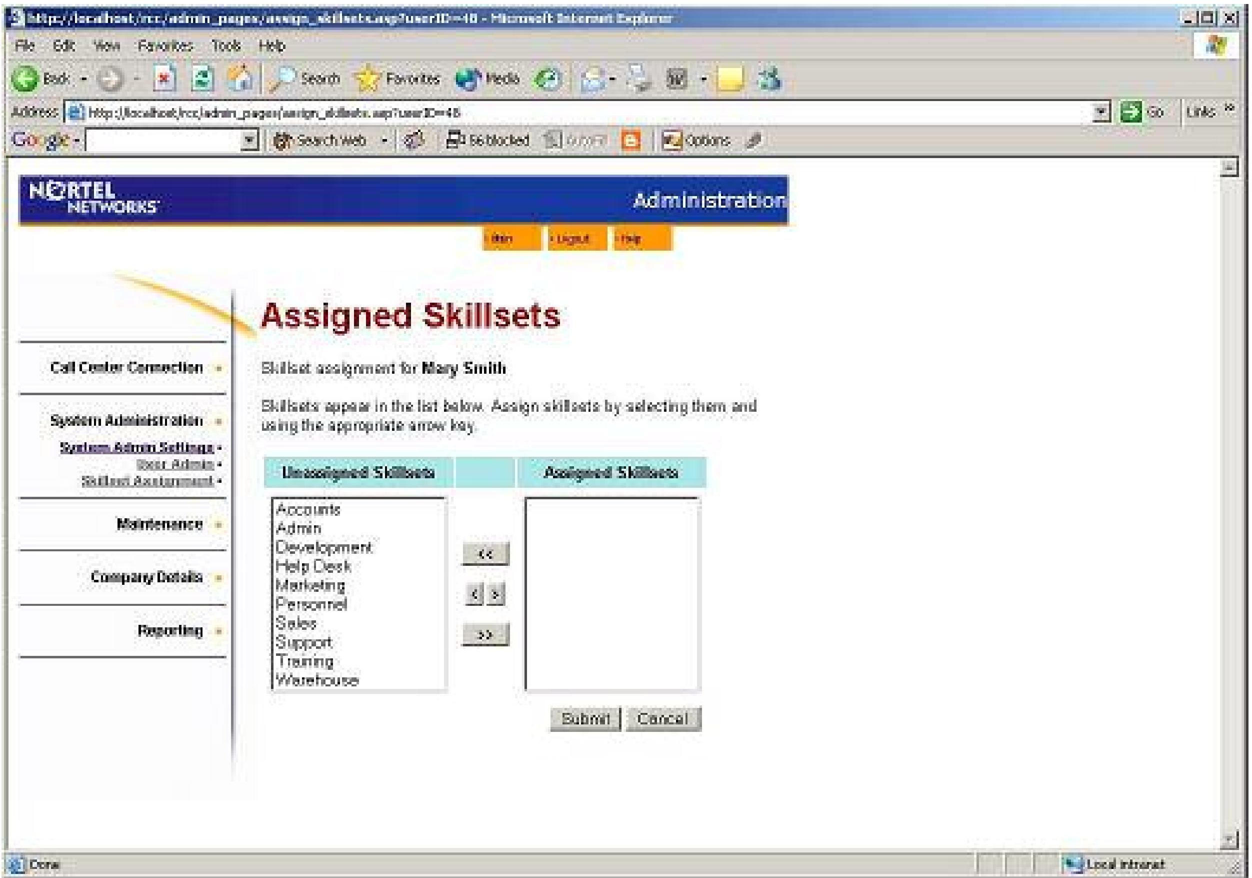


Figure 28 Assigned Skillsets Page

Note 1: The Skillset names shown here are intended as examples only. Your copy of Nortel Networks Reporting for Call Center will display whatever Skillset names you have setup in the Call Center using CallPilot Manager.

Note 2: The Skillset names are obtained automatically from the Call Center. Your copy of Nortel Networks Reporting for Call Center will have to have been connected to the Call Center for a few moments in order for the Skillset names to appear here.

The Skillsets are assigned by moving them from the Unassigned Skillsets list to the Assigned Skillsets list.

This is accomplished by highlighting the Skillset name you wish to assign (in the Unassigned Skillsets list) and clicking on the > button. This will move the Skillset from the Unassigned Skillsets list to the Assigned Skillsets list.

Repeat this until you have assigned all the Skillsets you wish to assign to this User. In the example shown below the User Mary Smith has been assigned three Skillsets: Development, Sales and Training.

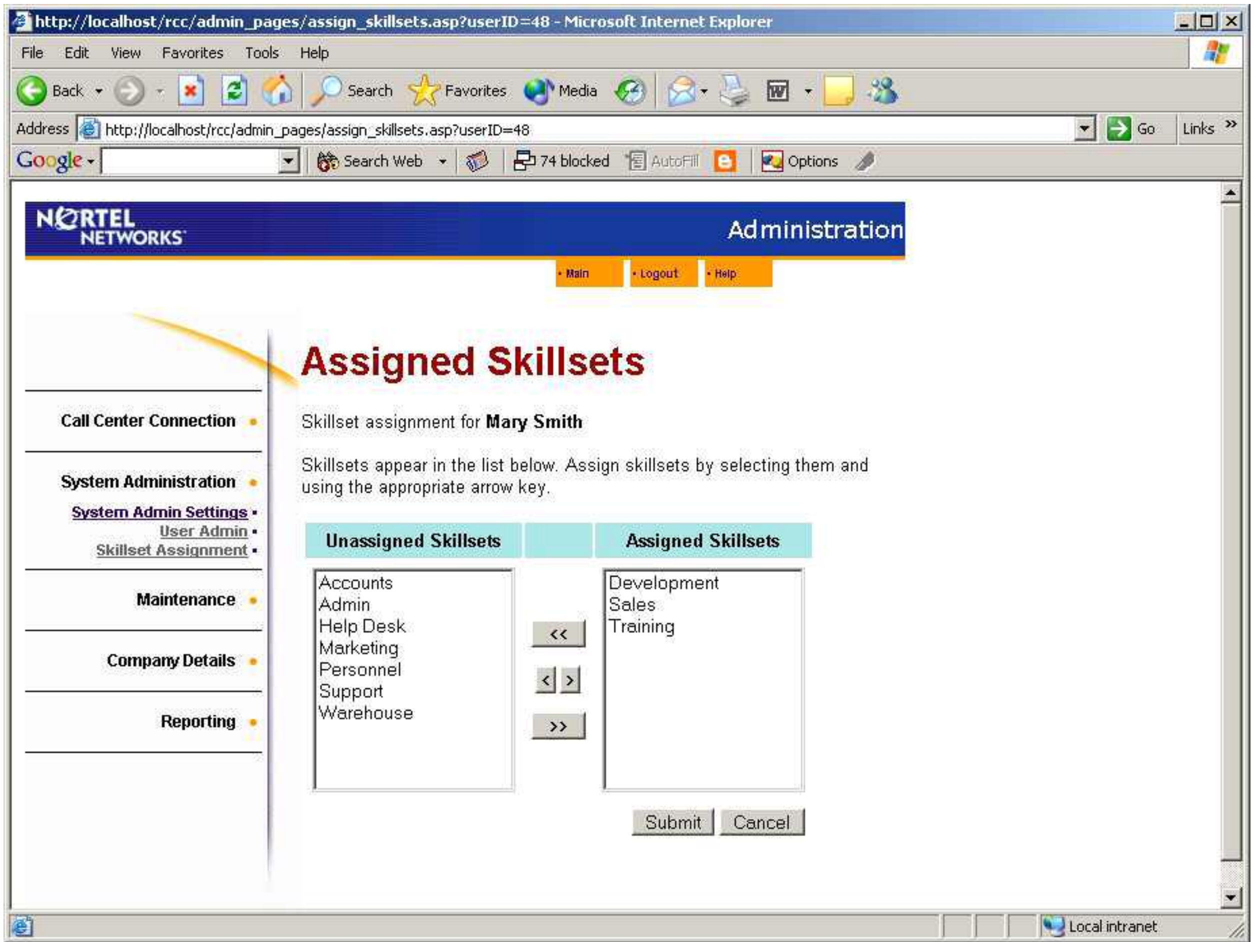


Figure 29 Skillsets Assigned to User Mary Smith

To unassign a Skillset, simply highlight it in the Assigned Skillset list and click on the < to move the highlighted Skillset back to the Unassigned Skillsets list.

The >> and << buttons will assign or unassign all of the Skillsets in a single mouse-click.

Holding down the Control (CTRL) key and clicking different Skillset names will allow you to highlight and select a selection of the Skillsets in the Unassigned Skillsets list. Clicking once on the > button will then assign those selected Skillsets in one step.

Likewise, holding down the Control key and clicking different Skillset names will allow you to highlight and select a selection of Skillsets in the Assigned Skillsets list. Clicking once on the < button will then unassign those selected Skillsets in one step.

When you have assigned the Skillsets you wish this User to have access to, click the Submit button. You will be returned to the Skillset Assignment page.

Reporting

The Reporting option presents you with the Main Menu page, shown below.

This is the page all regular Users (that is, non-Administrative Users) are presented with when they login.

This option allows an Administrator to use the Nortel Networks Reporting for Call Center as though they were a User, to view Real Time screens and to access the Historical Reports.

Maintenance

The Maintenance option allows you to check the System Status and to start or stop the XML data feed logging.

When you select the Maintenance option you are presented with the Maintenance Menu page, and the Maintenance menu options appear below the main Maintenance heading. This is shown below.

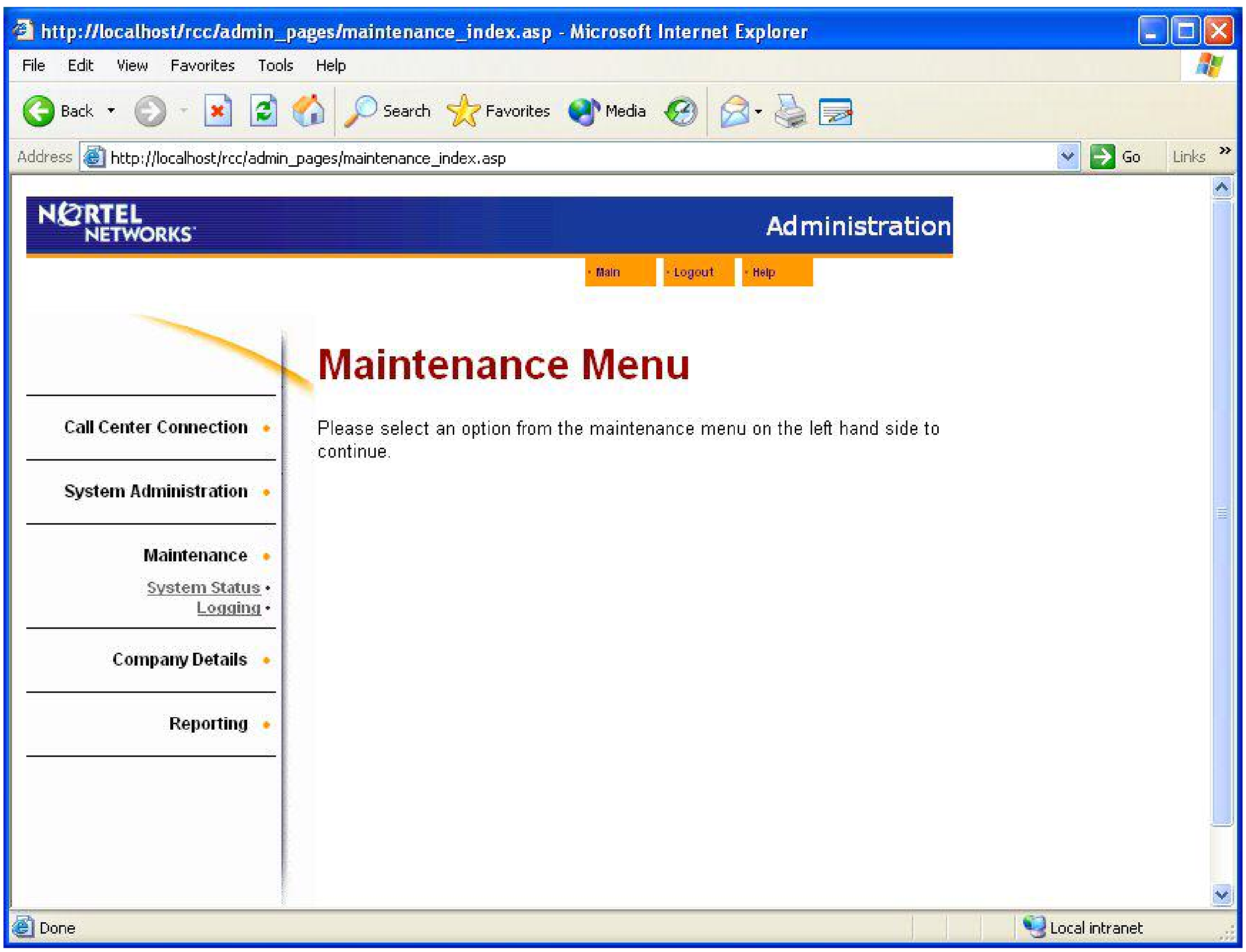


Figure 30 Maintenance Menu Page

System Status

Selecting the System Status option presents you with the System Status page, shown below.

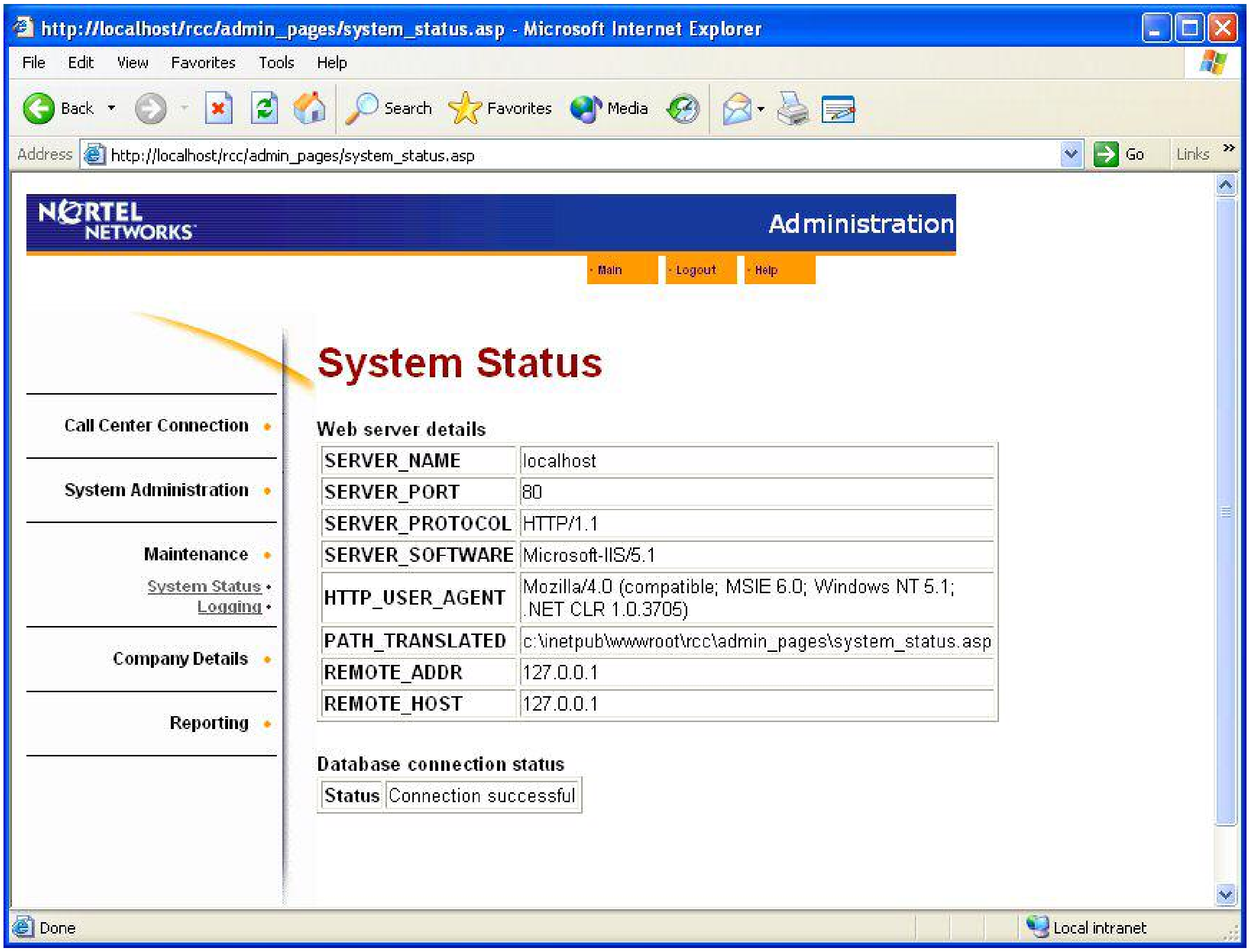


Figure 31 System Status Page

The System Status page shows a variety of information relating to the current status of Nortel Networks Reporting for Call Center.

You would normally only need to refer to this page when under the instruction of Support Personnel.

Logging

Selecting the Logging option presents you with the Logging Menu page, shown below.

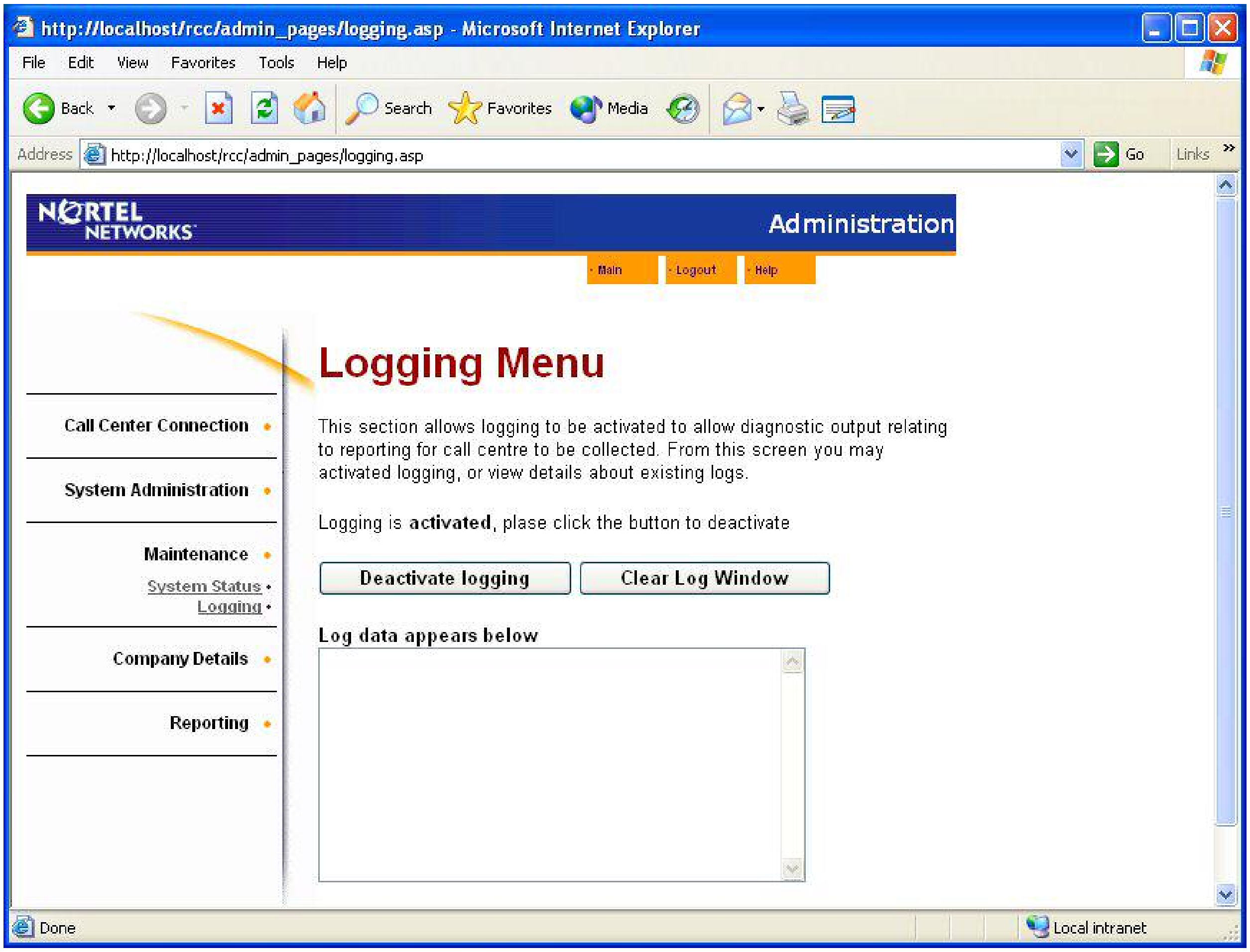


Figure 32 Logging Menu Page

The Logging Menu page contains a window which lists logging activity information, and two buttons. Various diagnostic logs are always running whenever Nortel Networks Reporting for Call Center is operational.

The Logging Menu window allows you to start or stop one of the diagnostic logs. This log captures the XML data sent from the Call Center to Nortel Networks Reporting for Call Center. You would only normally stop this log under the instruction of Support Personnel.

The Clear Log Window button erases any text from the Log Data Window. It does not affect the current state of logging.

If the XML data logging is on, the first button will be labelled Deactivate Logging. Clicking this will cause the logging to stop, as shown below.

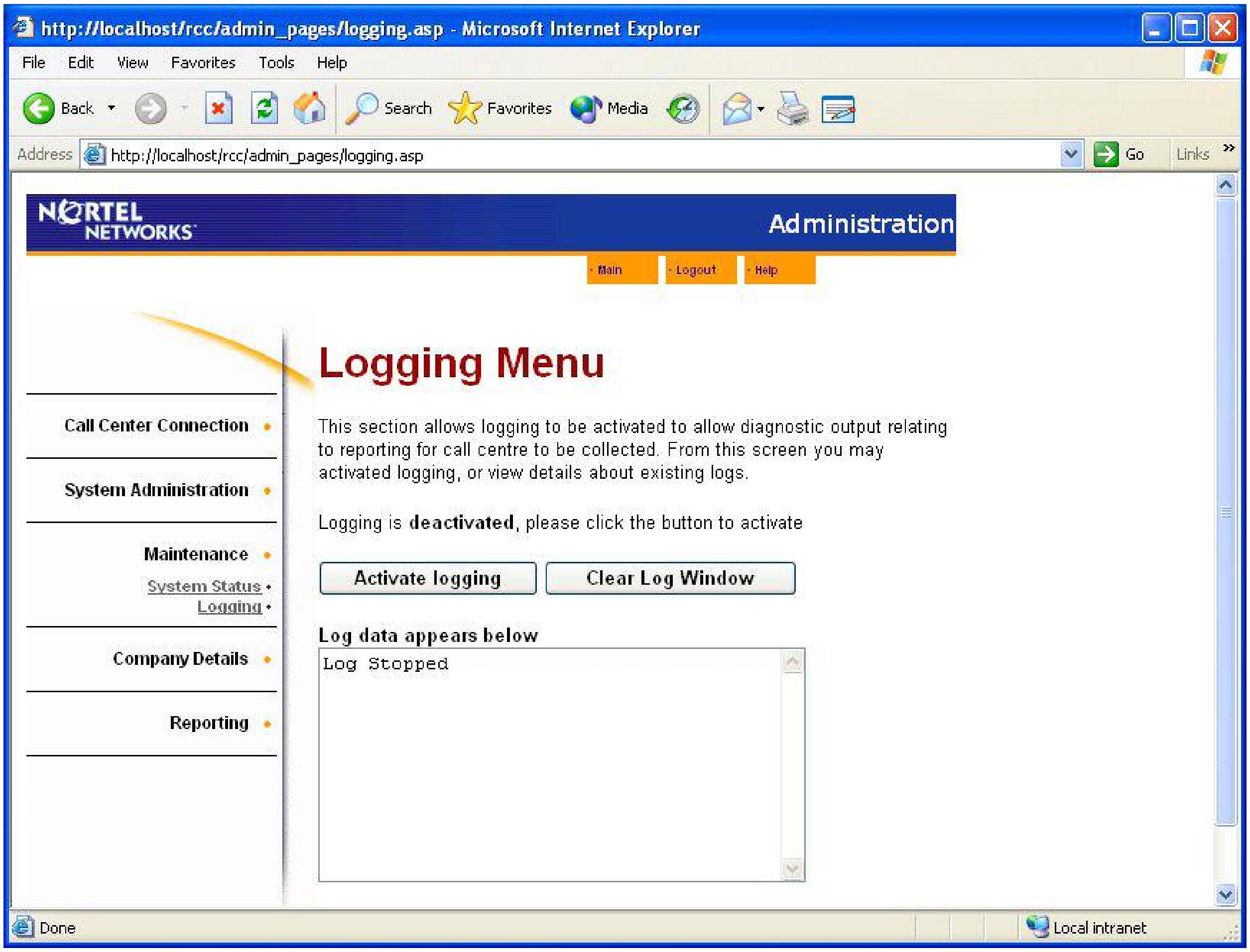


Figure 33 Logging Menu Page, with the Logging Stopped

When the logging is stopped, the button is re-labelled with Activate Logging. Clicking the button in this state will start the logging.

Company Details

Selecting the Company Details option presents you with the Company Details page shown below.

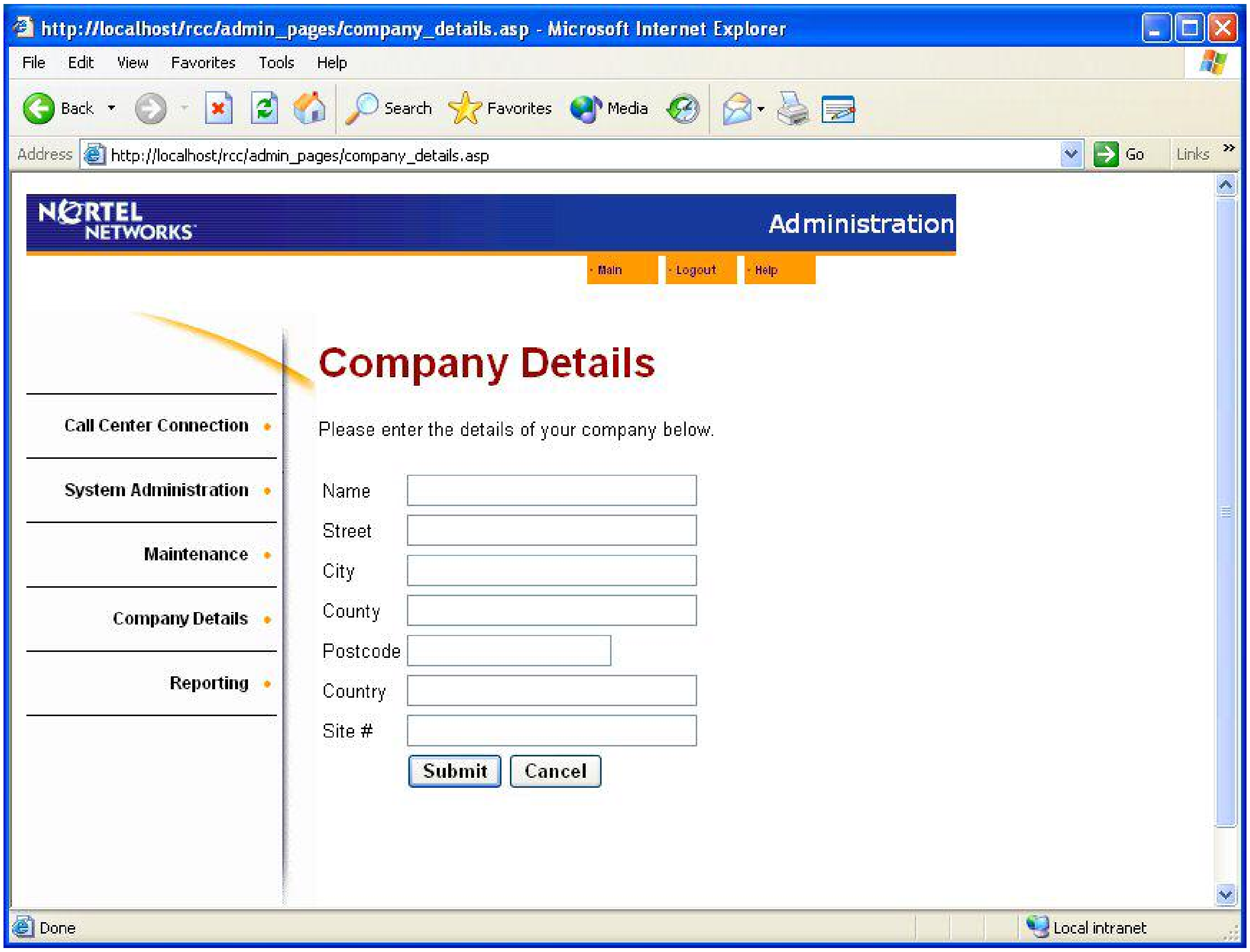


Figure 34 Company Details Page

This page allows you to enter the details of your company or site.

Completing this page is not a requirement for the correct operation of Nortel Networks Reporting for Call Center, it is purely a means of recording where the software is installed.

Reporting

The Reporting option presents you with the Main Menu page, shown below.

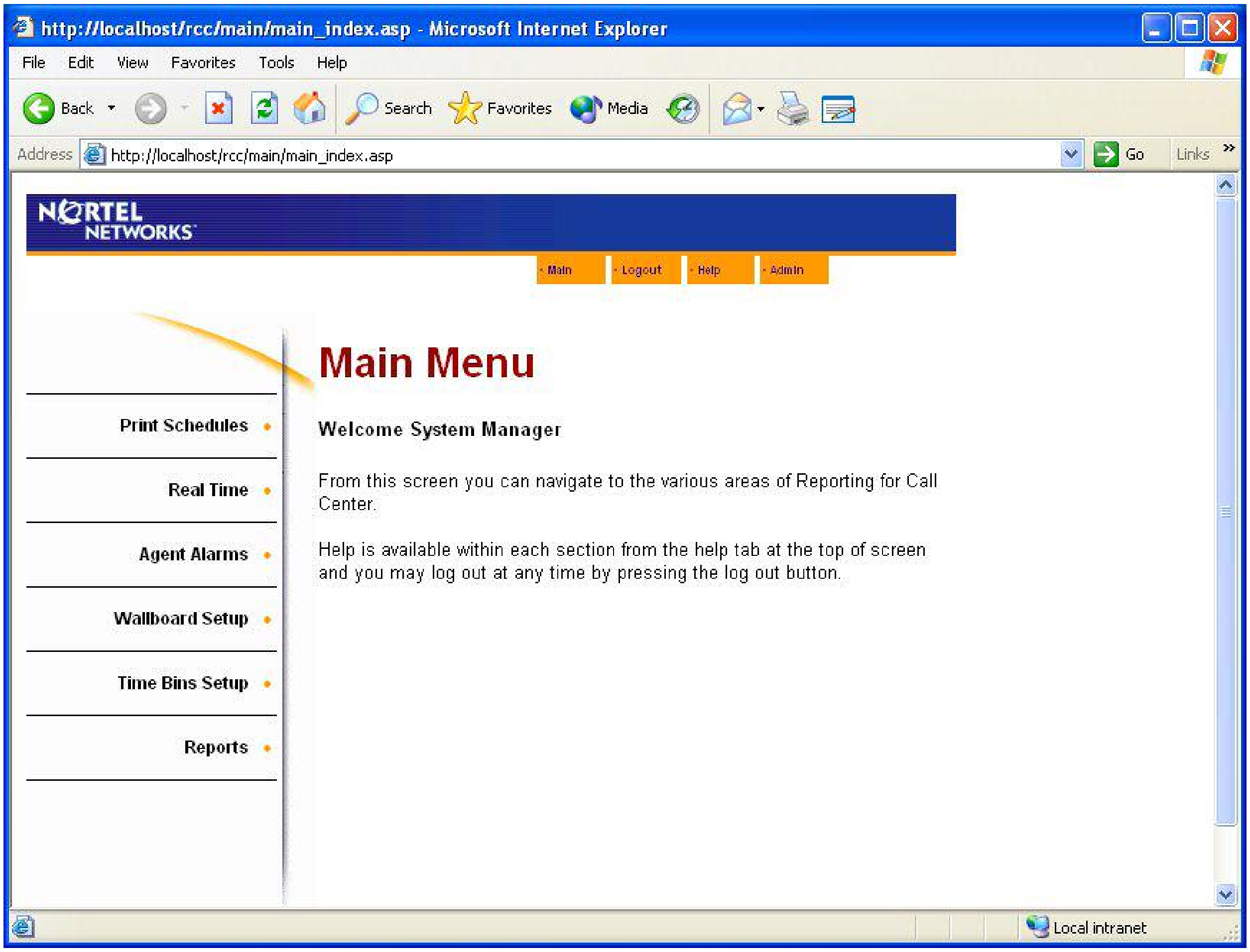


Figure 35 Main Menu Page

This allows you to use the application exactly as if you had logged in as a User. (This is the first page a non-Administrative User will see when they log in).

Using Reporting for Call Center 5

Logging In

Using Internet Explorer, browse to the URL of your Nortel Networks Reporting for Call Center Web pages Log In page.

The URL will be http://*NameOfWebHostPC*/rcc/index.asp

Where *NameOfWebHostPC* should be replaced with the network name or IP Address of the Web Host PC. Note: If you are actually using the browser on the Web Host PC *NameOfWebHostPC* can be substituted with 'localhost'.

Note: Once you have successfully browsed to the Log In page, you might like to add this location to your Internet Favourites. This can be accomplished in Internet Explorer by pressing **Ctrl-D** when you are on the Log In page, or by clicking on **Favourites, Add to favourites…**

When you have logged in you will be presented with the page below.

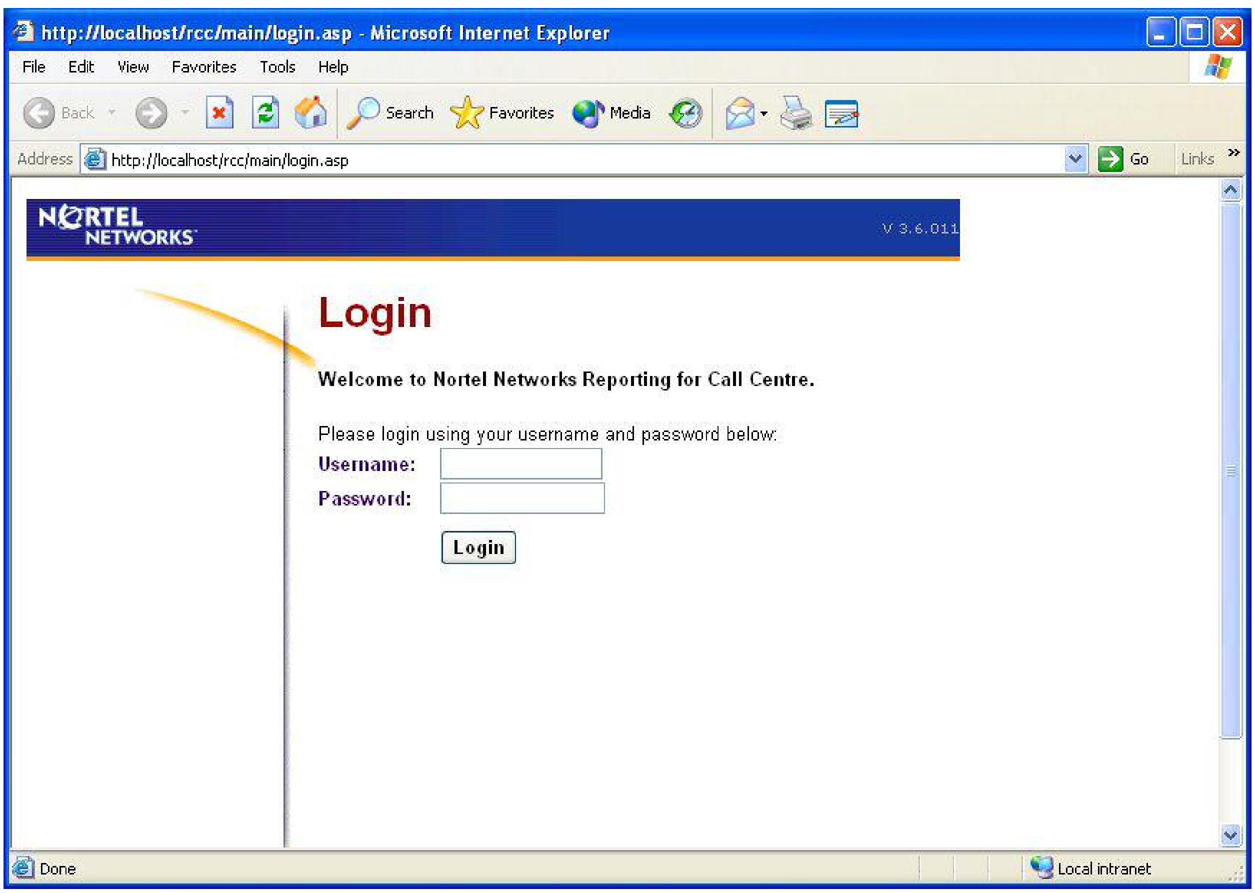


Figure 36 Log In Page

You must provide a valid username and a password in order to gain access to the features of Nortel Networks Reporting for Call Center. Before you attempt to login, ensure that an Administrator has created a username for you.

The first time you log in your password will be set to the default value of 0000.

In the username field type the Username you have been allocated, and in the Password field enter the default password of 0000.

You must change your password the first time you login. You will be resented with the Change Password page shown below.

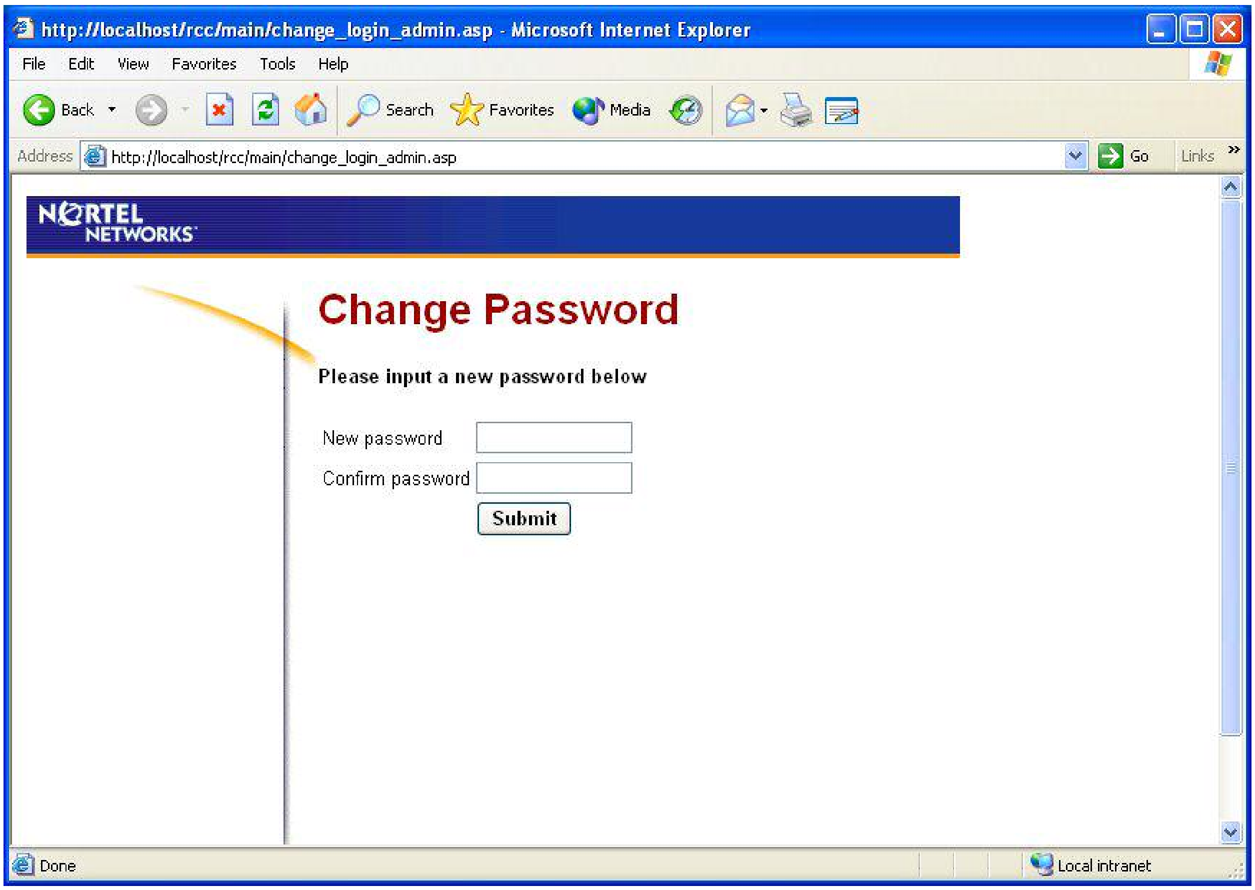


Figure 37 Change Password Page

Choose a new password. The password can be from 1 to 10 characters, including upper and lowercase letters, and digits. It can be anything apart from 0000. Enter your new password in the New Password field, and then enter the same password in the Confirm password field..

If there were any differences between the two entries you will be informed that the password and confirmation do not match, and you will need to re-enter the password in both fields once more.

If you have successfully entered the new password correctly in both fields you will be presented with the Main Menu page, shown below. This is the page you will be presented with for all future logins.

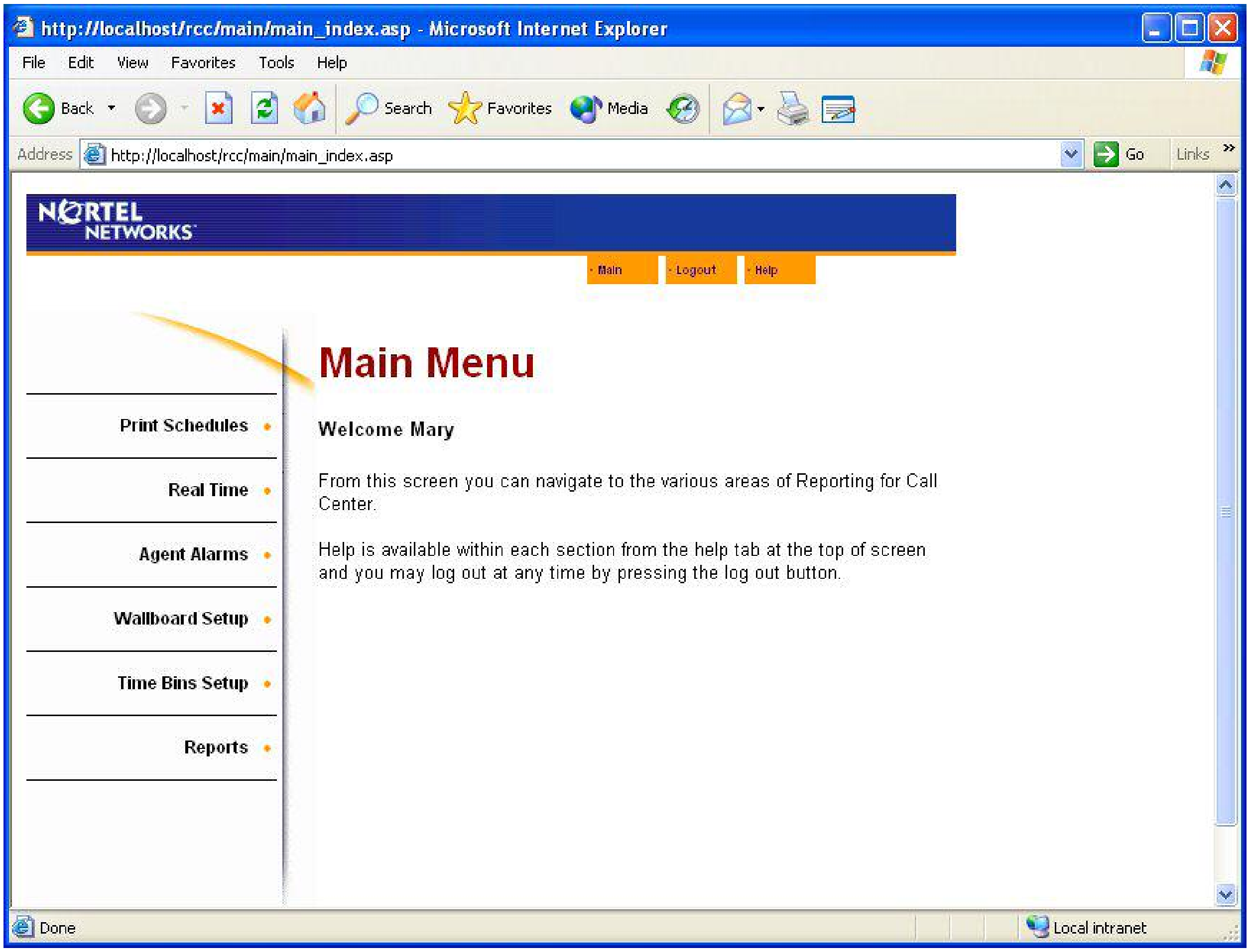


Figure 38 User Main Menu Page

This is the Main Menu for all regular (*non-Administrator*) Users. Note that the word 'Administrator' is *not* displayed on the right hand end of the blue bar at the top of each page.

Also note that Nortel Networks Reporting for Call Center recognises who has just logged in, and it greets them accordingly. In our example shown above User 'Mary Smith' has logged in, and the page displays the message 'Welcome Mary'.

The options that are available to Users are displayed on the left-hand side of the Main Menu page.

Time Bins Setup

This option allows you to specify the settings for the Answer and Abandon Time Bins, for the Skillsets which have been assigned to you. Answer and Abandon Time Bins are collectively known as the Time Bins.

Answer Time Bins

The Answered Time Bins are a series of six time steps used in the statistical analysis of Answered Calls. Nortel Networks Reporting for Call Center will provide statistical reports on the percentage of incoming calls answered within each of the periods specified in the chosen Answered Time Bins.

A seventh Answer period is also used in the reports, which gathers information on all calls which were answered *after* the period specified by the sixth Answered Time Bin.

Abandon Time Bins

The Abandon Time Bins are a series of six time steps used in the statistical analysis of Abandoned Calls. Nortel Networks Reporting for Call Center will provide statistical reports on the percentage of incoming calls abandoned within each of the periods specified in the chosen Abandoned Time Bins.

A seventh Abandoned period is also used in the reports, which gathers information on all calls which abandoned *after* the period specified by the sixth Abandoned Time Bin.

Note: If other Users have been assigned these Skillsets, they can change these settings.

Selecting the Time Bins Setup option presents you with a single menu option (Time Bins Setup), and the Time Bins Setup Menu page, shown below.

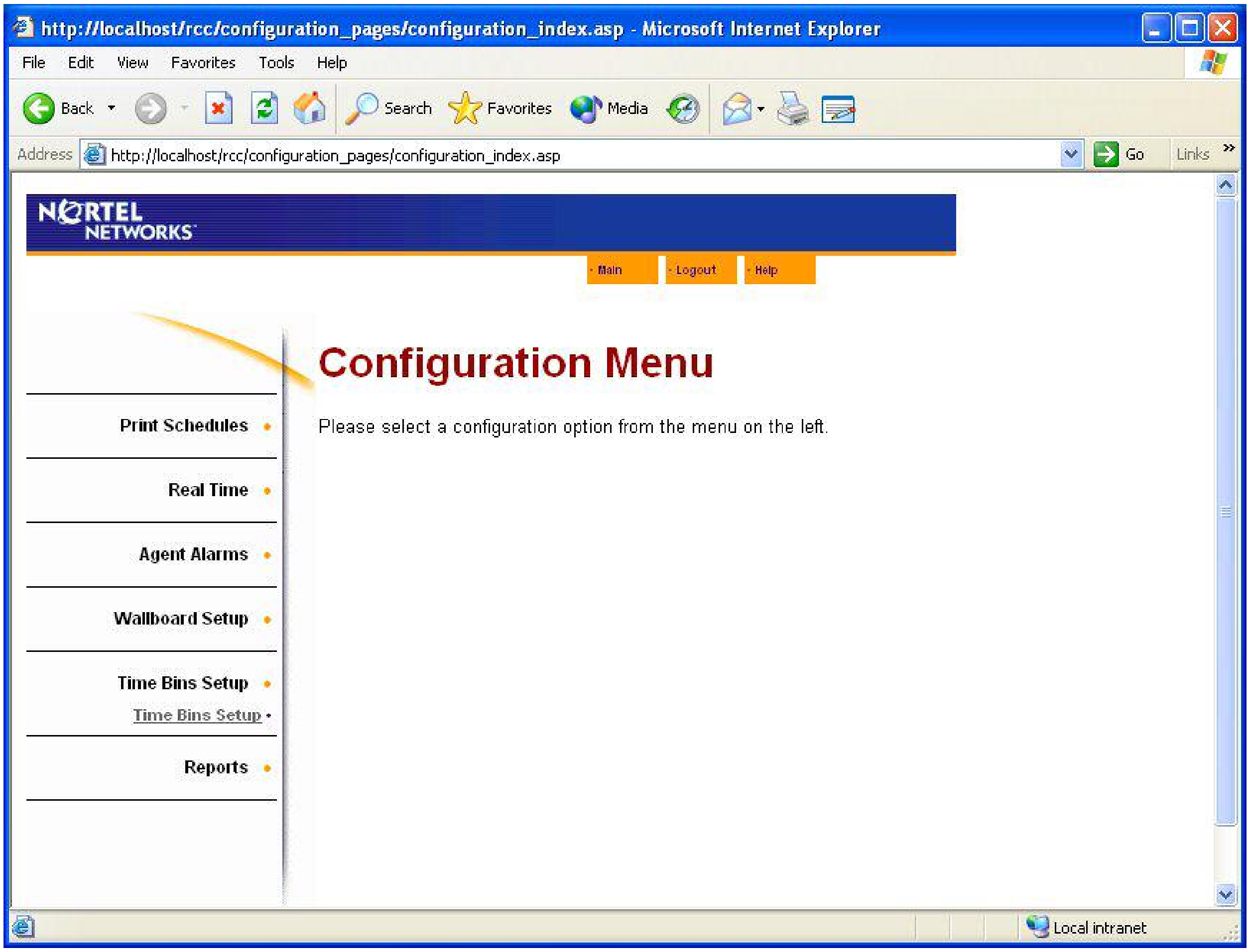


Figure 39 Time Bins Setup (Configuration) Menu Page

Selecting the Time Bins Setup option presents you with the Time Bin Setup page, shown below.

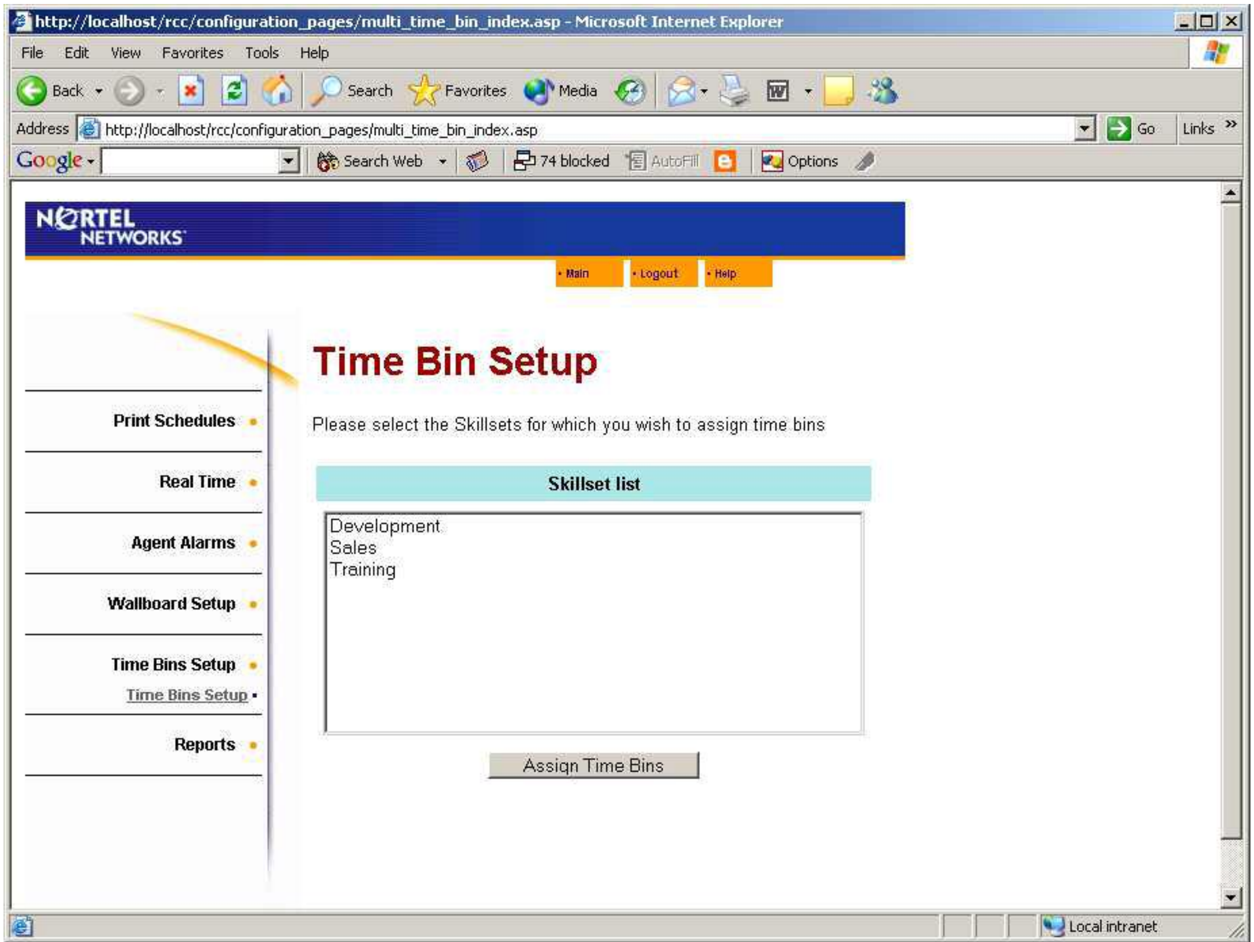


Figure 40 Time Bin Setup Skillset Selection page

The Time Bin Setup Skillset selection page allows you to select a Skillset you wish to set Time Bin values for. Note that the list of available Skillsets for our Example User Mary Smith only contains those Skillsets assigned to her by the Administrator.

Click on any of the displayed Skillsets to highlight the Skillset you wish to set the Time Bin values for, and then click on the Assign Time Bins button. You will be presented with the Time Bins values page, shown below.

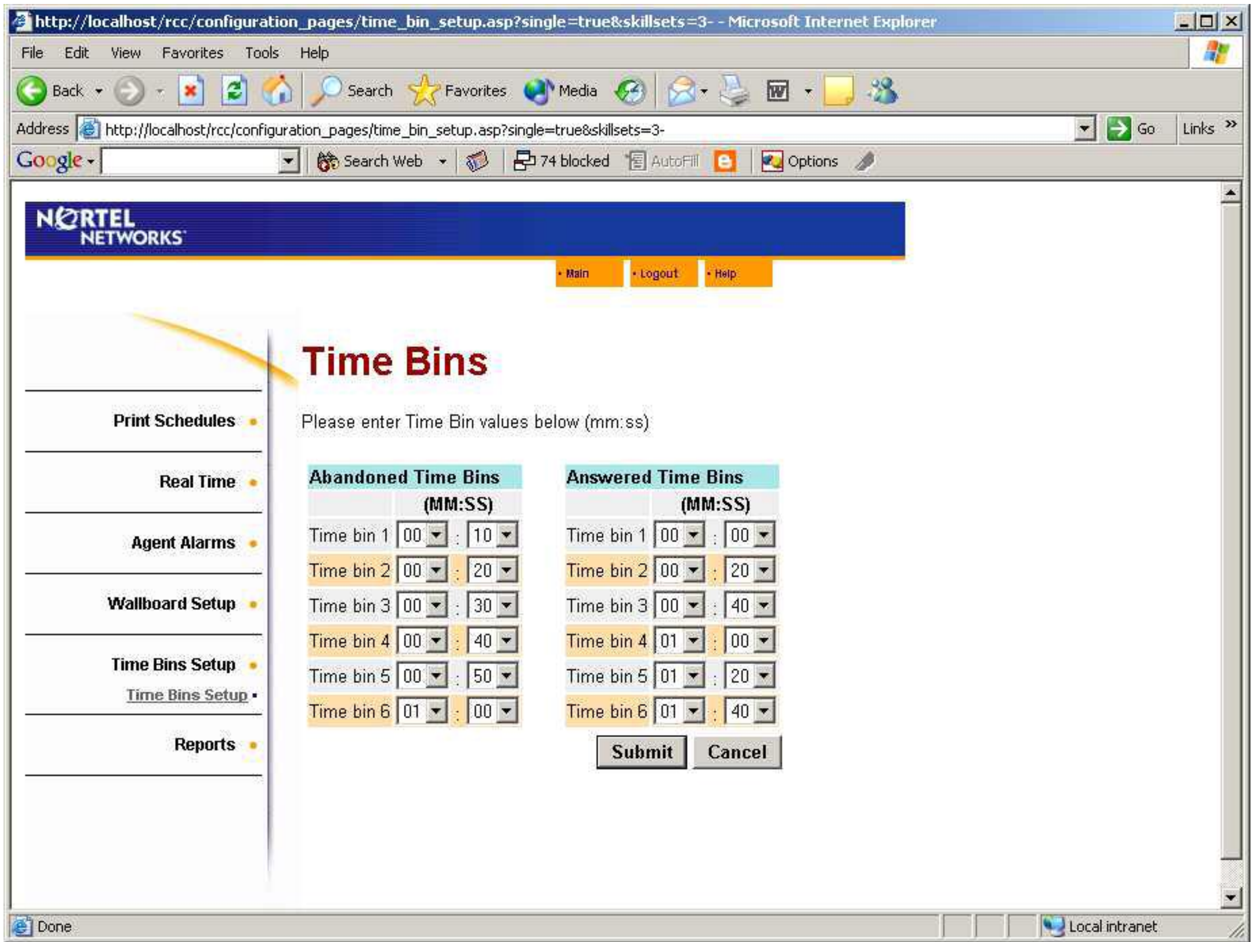


Figure 41 Time Bins Page

This page allows you to enter the time steps required to define the periods into which you wish to have calls that are Answered or Abandoned in these Skillsets categorized.

The steps used in the Time Bin periods need not be the same, but the Time Bin periods must be set in ascending order.

For example, if you want to have Nortel Networks Reporting for Call Center report on Answered calls, grouping together the calls that were answered within 10 seconds, the calls that were answered between 10 and 20 seconds, the calls that were answered between 20 and 30 seconds, the calls that were answered between 30 and 40 seconds, the calls that were answered between 40 and 50 seconds, the calls that were answered between 50 seconds and one minute, you would set the Time Bins up to be: 00:10, 00:20, 00:30, 00:40, 00:50 and 01:00.

Note that Nortel Networks Reporting for Call Center would also include a category for anything greater than the last time period, which in this example would be 'anything answered after 01:00'.

To save the settings you have made, click the Submit button. You will be returned to the Time Bin Setup Menu page.

To leave the Time Bins page without saving any changes you might have made, click the Cancel button. You will be prompted to confirm you do not wish to save your changes. You will then be returned to the Time Bin Setup Menu page.

Print Schedules

Print Schedules configure Nortel Networks Reporting for Call Center to automatically print the a set of requested reports, at a specified time. You can specify Print Schedules to print either Daily, Weekly or Monthly reports.

You can configure multiple Daily, weekly and Monthly Schedules.

For example you may wish to run off a set of reports each day before you come in, which refer to Call information. You would accomplish this by configuring a Daily Schedule which prints at, say, 08:00.

You may also have a different Daily Schedule report which refers to Agent Activity, and configure Nortel Networks Reporting for Call Center to print these reports at, say, 16:30 so that you have time to review them before the end of the day and the departure of your Agents.

Note: If the Web Host PC is powered off over the period in which the Schedule print is due to take place, the Schedule Print will not be produced. You can easily obtain the same reports by using the Reports options (see the Report section, on Page 125).

Note: If you select the Agent Audit Report, the Activity Code Report by Skillset, Agent Activity Code Report by Agent or the Activity Code Report by # of Pegs Reports to be included in your Print Schedule, you will be further prompted for the Agents and/or the Activity Codes you wish to have included within these Reports. These further steps are described on Pages 156 (Agent Audit Report), 161 (Activity Code Report by Skillset), 165 (Activity Code Report by Agents) and 169 (Activity Code report by # of Pegs).

Selecting the Print Schedules option presents you with the Print Schedules page, shown below, with the various Print Schedule options displayed on the left-hand edge of the page, beneath the main Print Schedules heading.

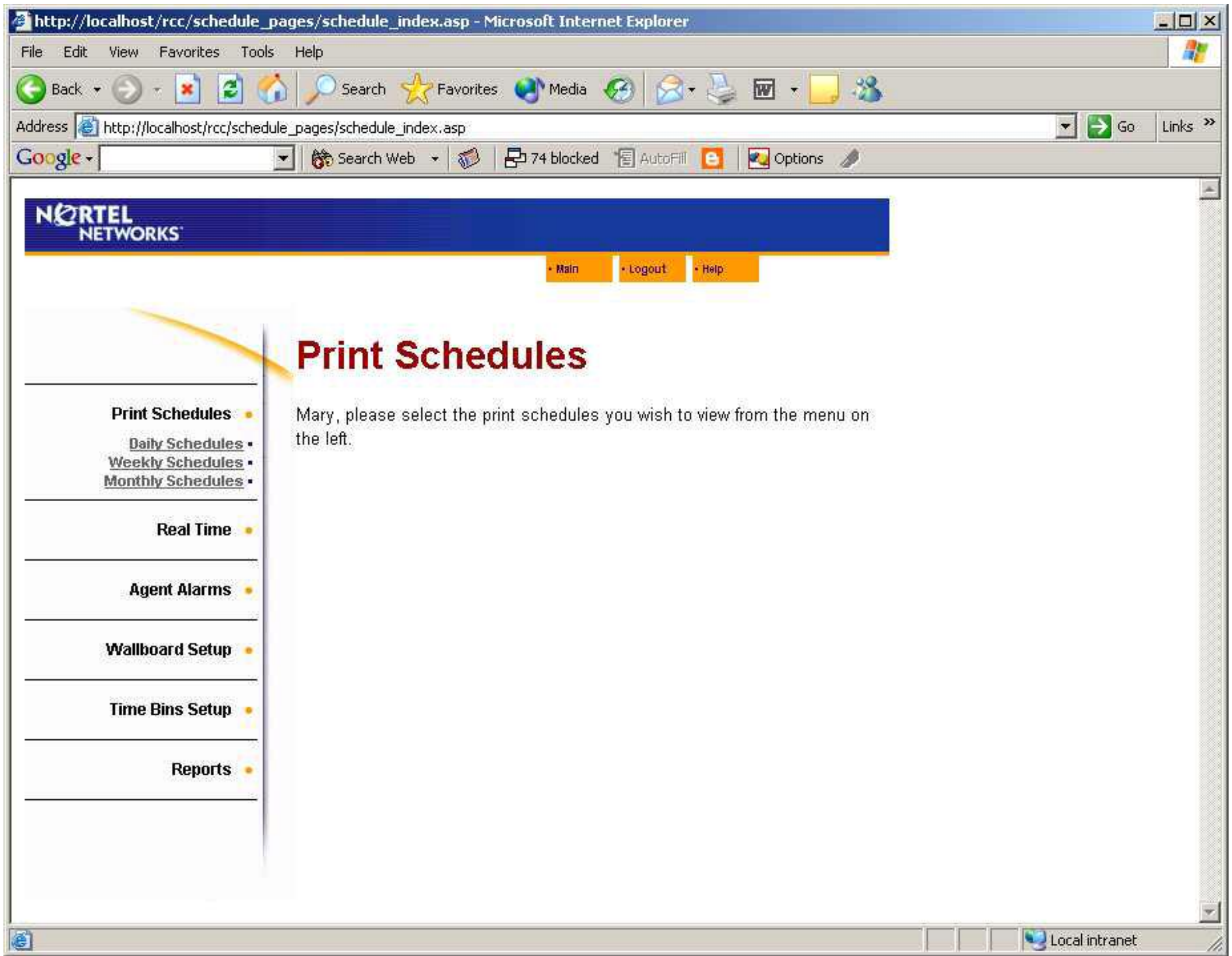


Figure 42 Print Schedules Page

Daily Schedules

Selecting the Daily Schedules option presents you with the Your Daily Schedules page, shown below. Initially this will be empty.

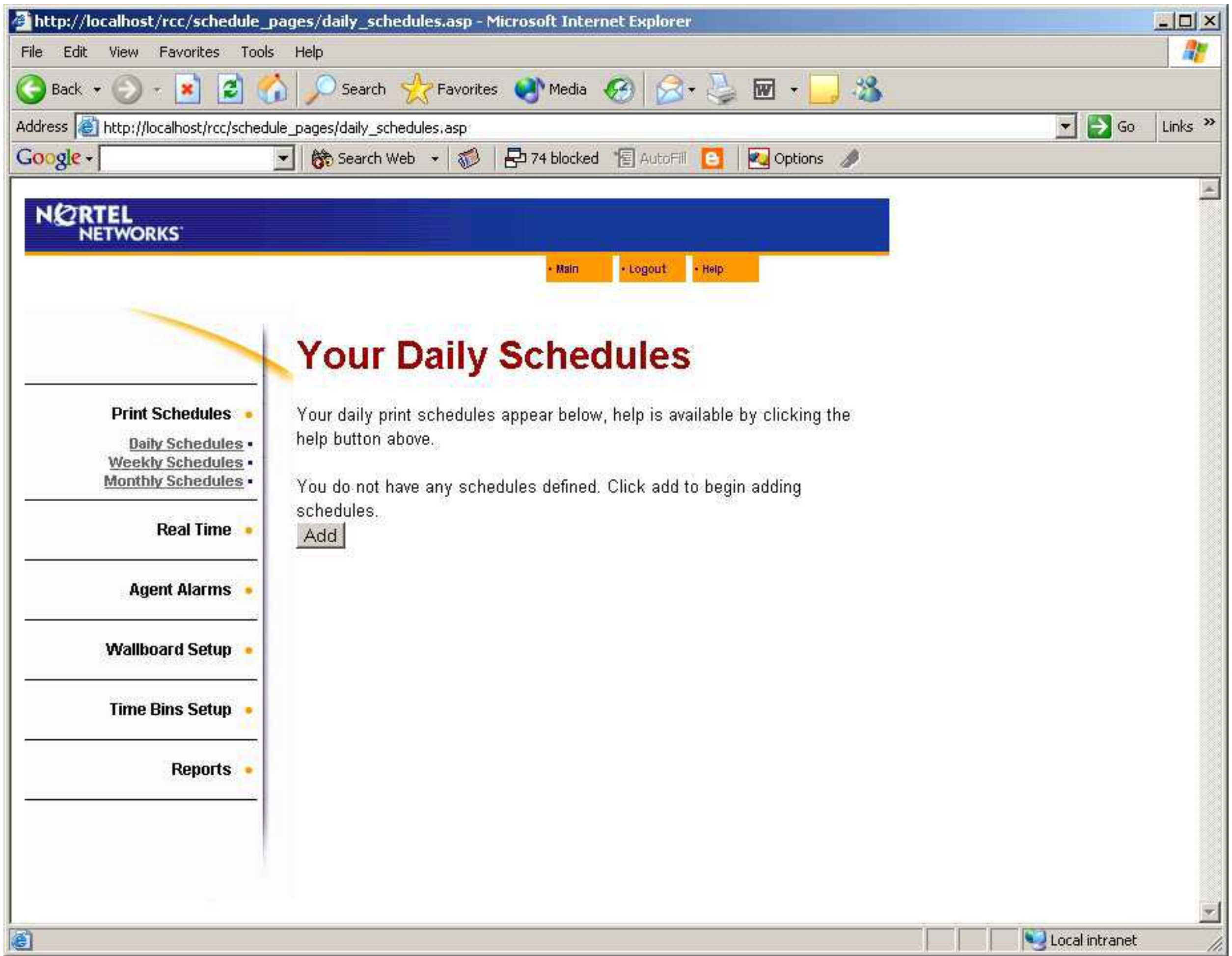


Figure 43 Your Daily Schedules Page

To add a Daily Schedule, click the Add button.

Clicking on the Add button presents you with the Add Daily Schedules page, shown below.

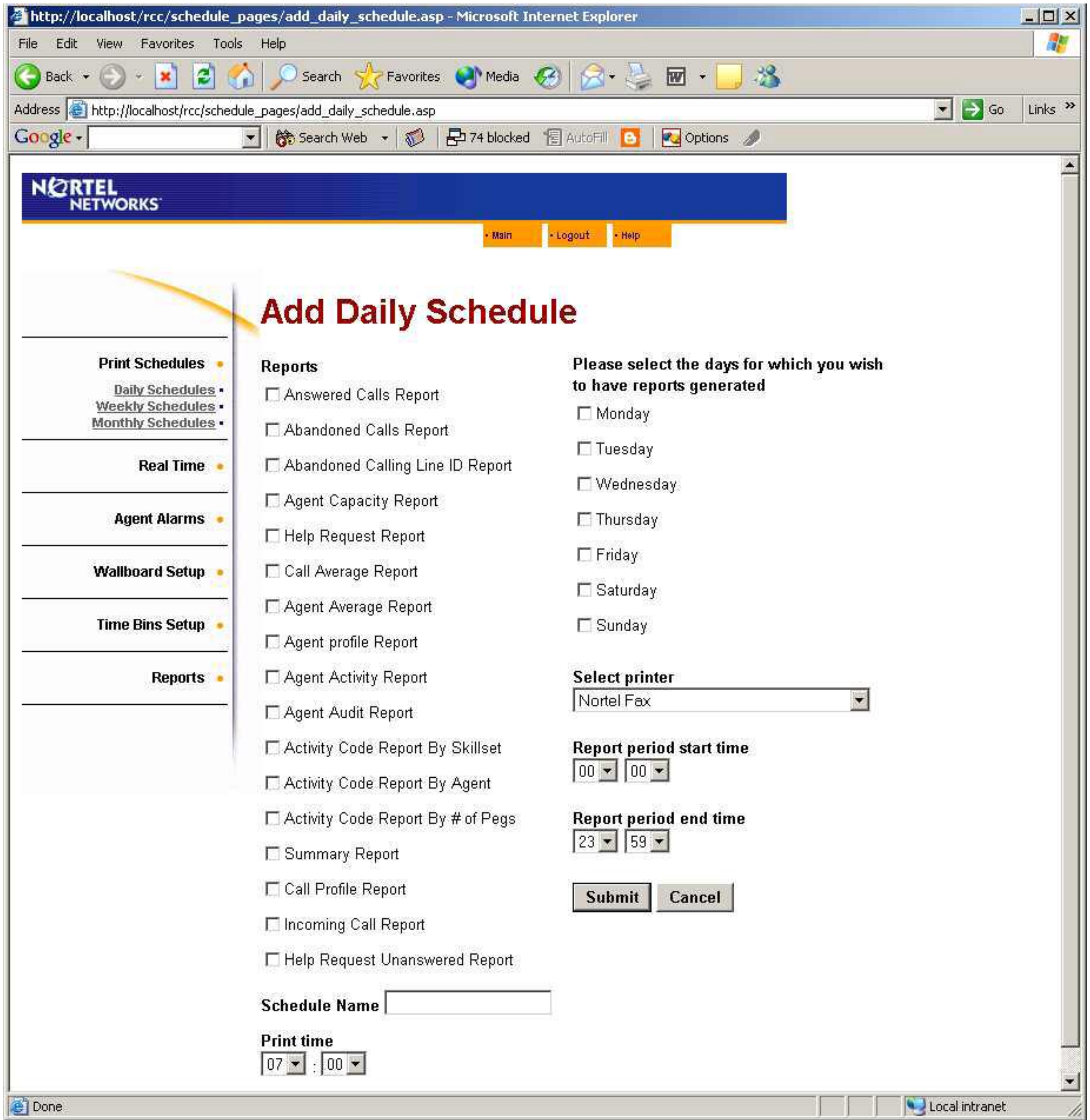


Figure 44 Add Daily Schedule Page

The Add Daily Schedule page allows you to specify the which reports you wish to have included in the Schedule, which days are to be included in the Schedule and when it is to be printed.

You may also specify which period of the day the reports will contain. You must also specify a name for your Schedule and which printer you wish to have the reports generated on.

To select a report to be included in the Schedule, click the check box beside the report name. Selected reports will have a tick in the check box beside their name. You can of course select multiple reports.

To include the reports from a particular day in the Schedule, click the check box beside the day to place a tick in the check box. You can of course select multiple days.

Note: Daily Reports print on the day following the day which is being reported on. That is, if you select a Daily Report Schedule for Monday, it will be printed on Tuesday. This ensures that the report day has completely elapsed when the reports are generated.

To set a name for your Schedule, type the name in the Schedule Name field. This is to help you identify, and distinguish between, the different Schedules you create.

The Report Period Start Time and Report Period End Time dictate the period within each day for which the reports are generated. For example, if your Call Center has a working day that starts at 08:30 and finishes at 17:30, you may wish to specify the Start Time as 08:00 (to see if you have early calls that you are missing by not having the Call Center open) and 18:00 (to see if there is a late surge of calls).

To specify which printer the reports will be generated on, select one of the options from the Select printer drop-down menu. This drop-down menu will list all of the printers which are accessible from the Web Host PC. (The reports are generated from the databases held in the Web Host PC.)

Our example User Mary Smith has configured her Daily Schedule as shown below.

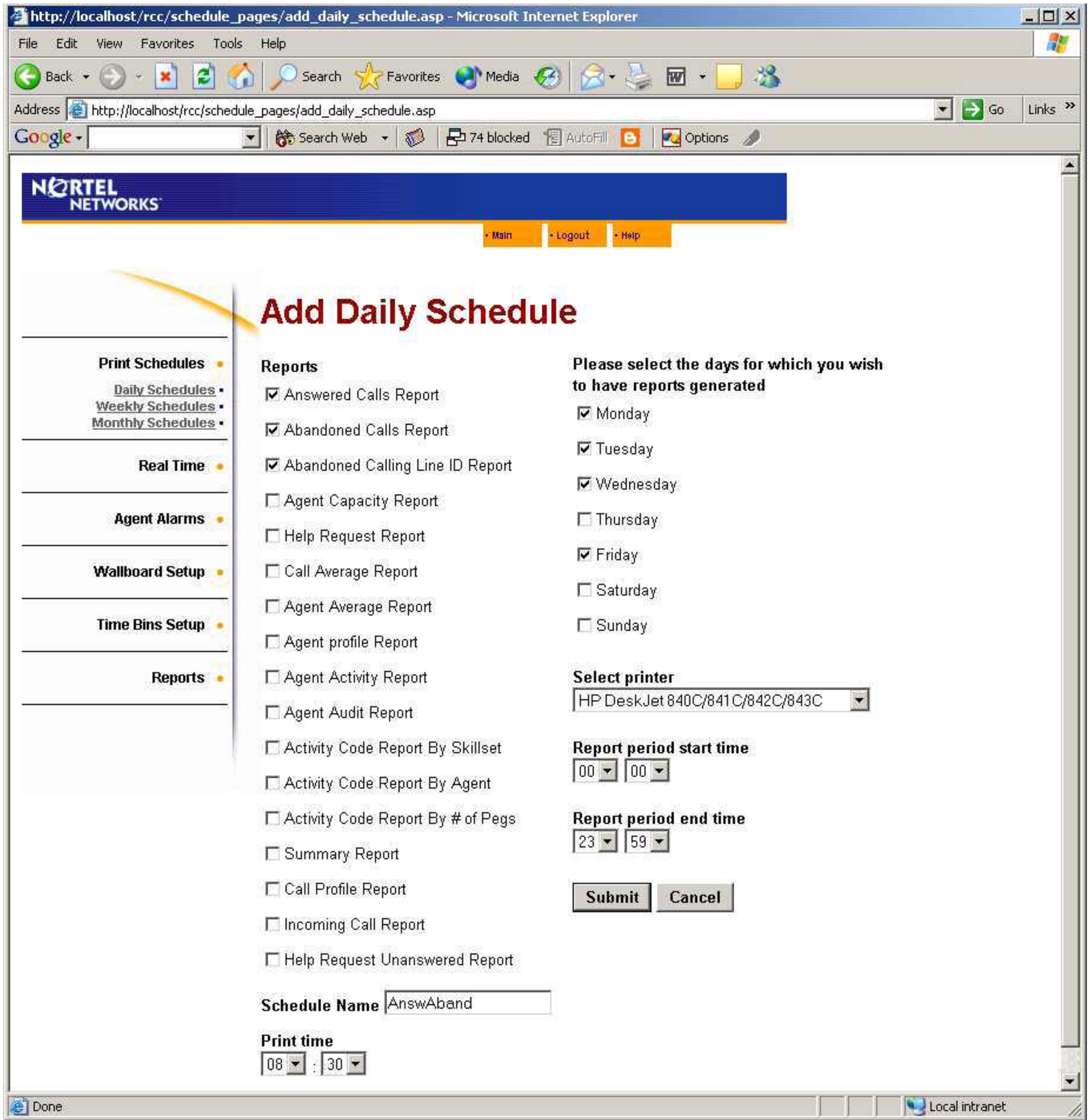


Figure 45 Add Daily Schedule Page - Example Settings

Mary Smith has selected the Answered Calls, Abandoned Calls and CLID reports to be printed at 08:30 each morning, for Monday through to Friday. (So her printouts will be generated on Tuesday for Monday, on Wednesday for Tuesday, and so on until Friday's reports are printed on Saturday morning.)

Her schedule is Called AnswAband, and the reports will start to be generated at 08:30, on the HP 840C DeskJet printer. The reports will cover the period from midnight to midnight for each day.

To save your Daily Schedule click on the Submit button. You will be presented with the Daily Schedule – Skillsets page, shown below.

To leave the Add Daily Schedule page without saving any changes you might have made, click on the Cancel button.

You will be presented with the Your Daily Schedules page.

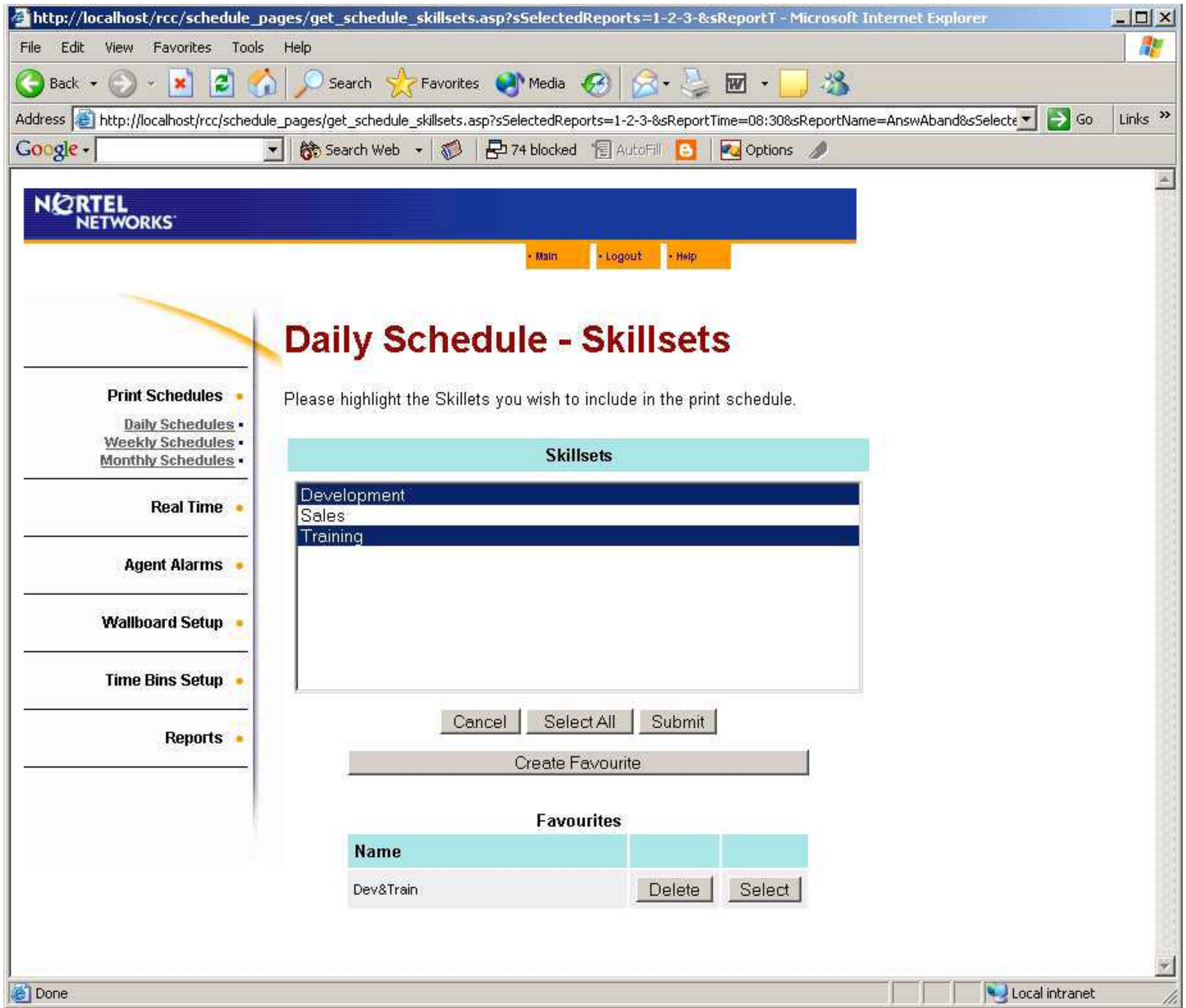


Figure 46 Daily Schedule Skillsets Page

The Daily Schedule Skillsets page allows you to select which Skillsets you wish to have included within the generated reports that are produced by the Daily Schedule.

Skillset List Selection Methods

You can use the following techniques to select Skillsets from the Skillset List.

Clicking once on an unselected Skillset name will select it (it will be highlighted) and will remove the highlight from any other currently selected Skillsets.

Clicking once on a selected (highlighted) Skillset name will unselect it. But note that if other Skillsets are selected and you click on a Skillset name, you will unselect all of the other Skillsets and you will select the Skillset you clicked on.

Clicking with the Control key (CTRL) pressed will allow you to select and highlight multiple Skillsets.

Clicking a Skillset with a Shift key held down will highlight all of the Skillsets between position of the currently highlighted Skillset and the Skillset you clicked on.

The Select All button can be used to select and highlight all of the Skillsets at once.

Adding Selections to the Favourites List

If there are collections of the assigned Skillset which you will frequently need to review the Daily Schedules for, you can add the selection of Skillsets to the Favourites list.

This will mean that instead of having to select and highlight a particular collection of Skillsets each time you wish to use them, you can just click the Select button beside appropriate Favourite and the collection of Skillsets will be highlighted for you at once.

To add a Favourite to the Favourite List, highlight the Skillsets you wish to include in the Favourite and then click the Create Favourite button. You will be presented with the Save Favourites page, shown below.

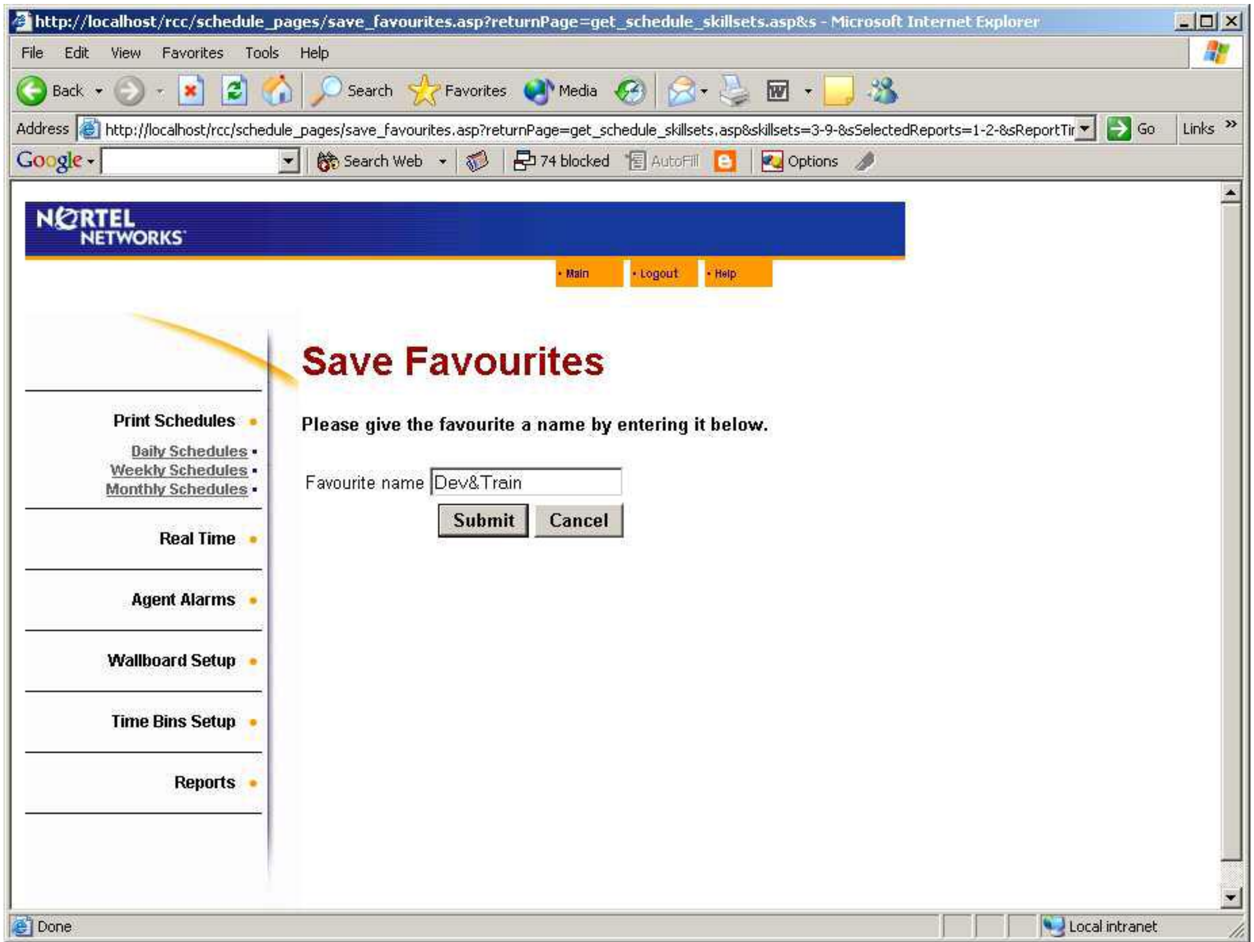


Figure 47 Save Favourites Page

Enter a name in the Favourite Name field, and then click on Submit to save it. (Click on Cancel to return without saving the Favourite.)

Mary Smith has created a Favourite that contains the Skillsets Training and Development, and she has called the Favourite Dev&Train. When a Favourite has been created it will appear in the Favourite List at the top of the page, as shown above.

Note: Many pages within Nortel Networks Reporting for Call Center allow you to use Skillset selection lists and Favourites, and the techniques described here apply to all of those other pages too. All the Favourites you create will be accessible from any point within Nortel Networks Reporting for Call Center which allows you to use Favourites.

Mary Smith has clicked on the Select button beside her new Favourite (Dev&Train) and the two associated Skillsets have been highlighted and selected for her.

To save your Daily Schedule click on the Submit button. You will be presented with the Your Daily Schedules page, shown below.

To leave the Daily Schedule – Skillsets page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Daily Schedules page.

When you have created a Daily Schedule it will appear in the Your Daily Schedule page, as shown below.

Note: If you select the Agent Audit Report, the Activity Code Report by Skillset, Agent Activity Code Report by Agent or the Activity Code Report by # of Pegs Reports to be included in your Print Schedule, you will be further prompted for the Agents and/or the Activity Codes you wish to have included within these Reports. These further steps are described on Pages 156 (Agent Audit Report), 161 (Activity Code Report by Skillset), 165 (Activity Code Report by Agents) and 169 (Activity Code report by # of Pegs).

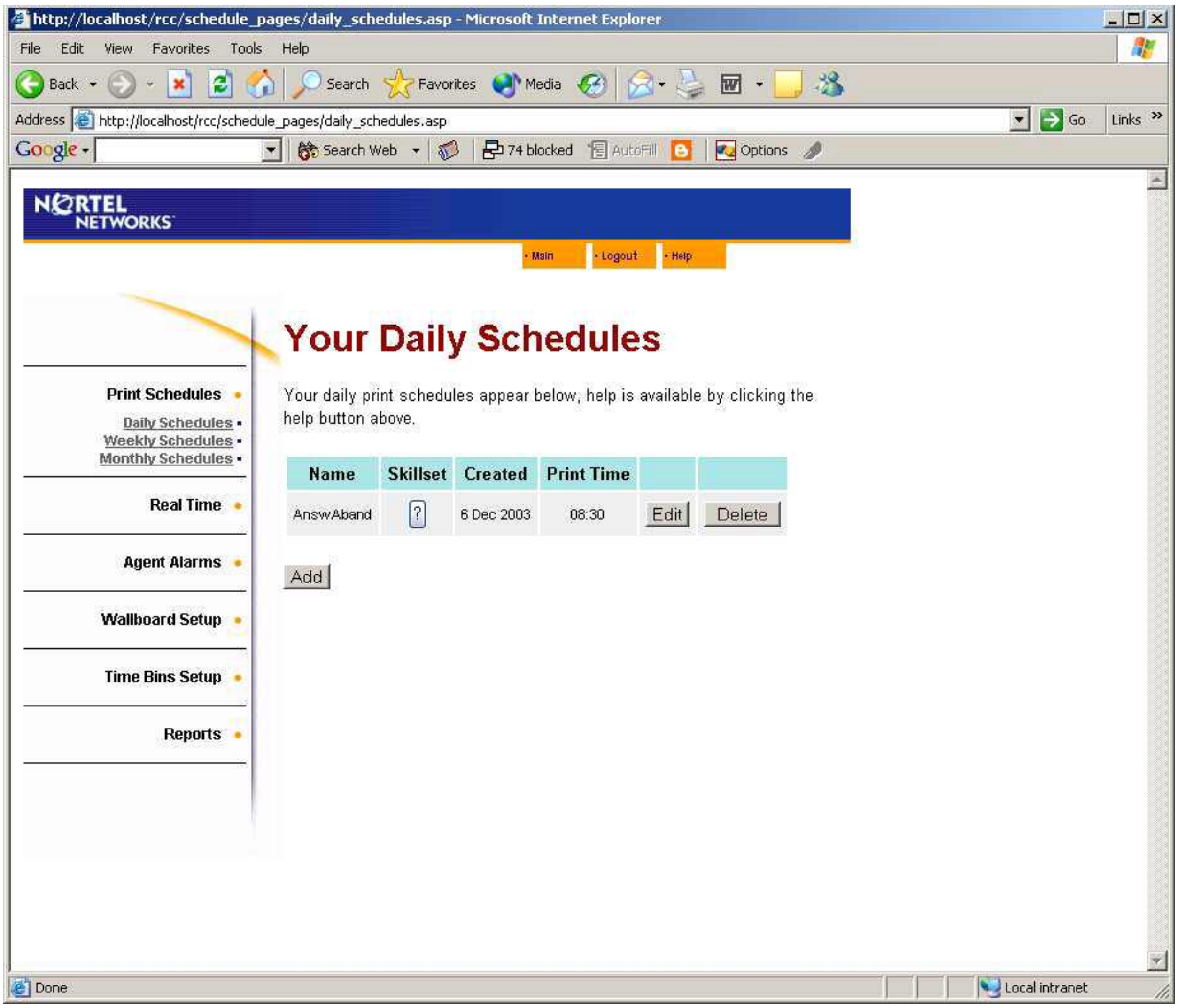


Figure 48 Your Daily Schedules with a Schedule in the List

Note that each Schedule can be identified by the Schedule Name that was provided earlier when the Schedule was created.

Beside each listed Schedule are two buttons. The Edit button allows you to change the settings for a Schedule. The Delete button allows you to remove the Schedule completely.

Edit

Clicking on the Edit button presents you with the Edit Daily Schedule page, shown below.

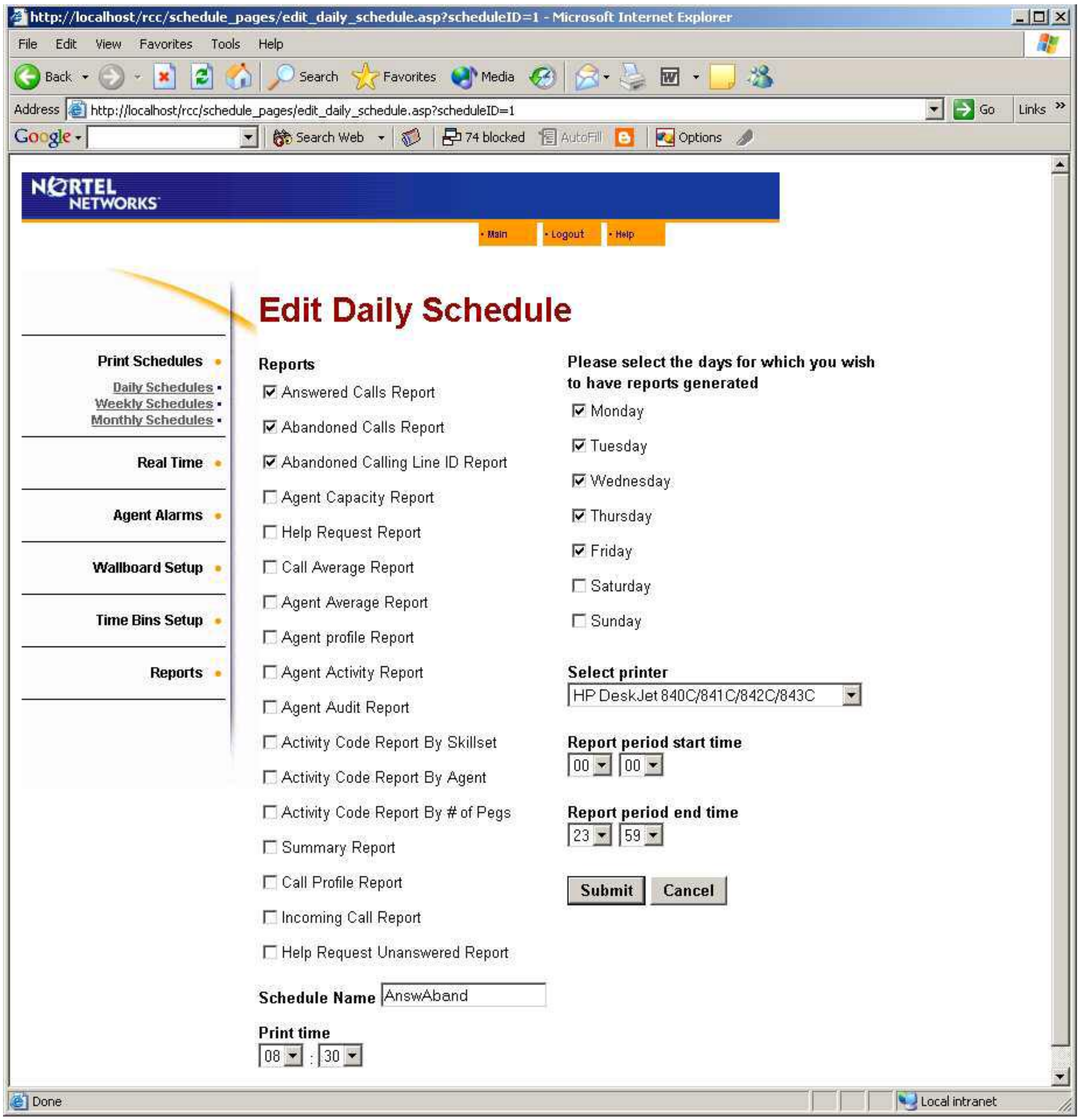


Figure 49 Edit Daily Schedules Page

This page operates exactly like the Add Daily Schedule page, except the data fields and check boxes are already populated with the settings of the Schedule you are editing.

To save any changes to the Daily Schedule click on the Submit button. You will be returned to the Your Daily Schedules page.

To leave the Edit Daily Schedule page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Daily Schedules page.

Delete

Clicking on the Delete button will remove the Schedule from the system entirely, and will remove its listing from the Your Daily Schedules page.

You will be asked to confirm the deletion, and you will be returned to the Your Daily Schedules page.

Weekly Schedules

Selecting the Weekly Schedules option presents you with the Your Weekly Schedules page, shown below. Initially this will be empty.

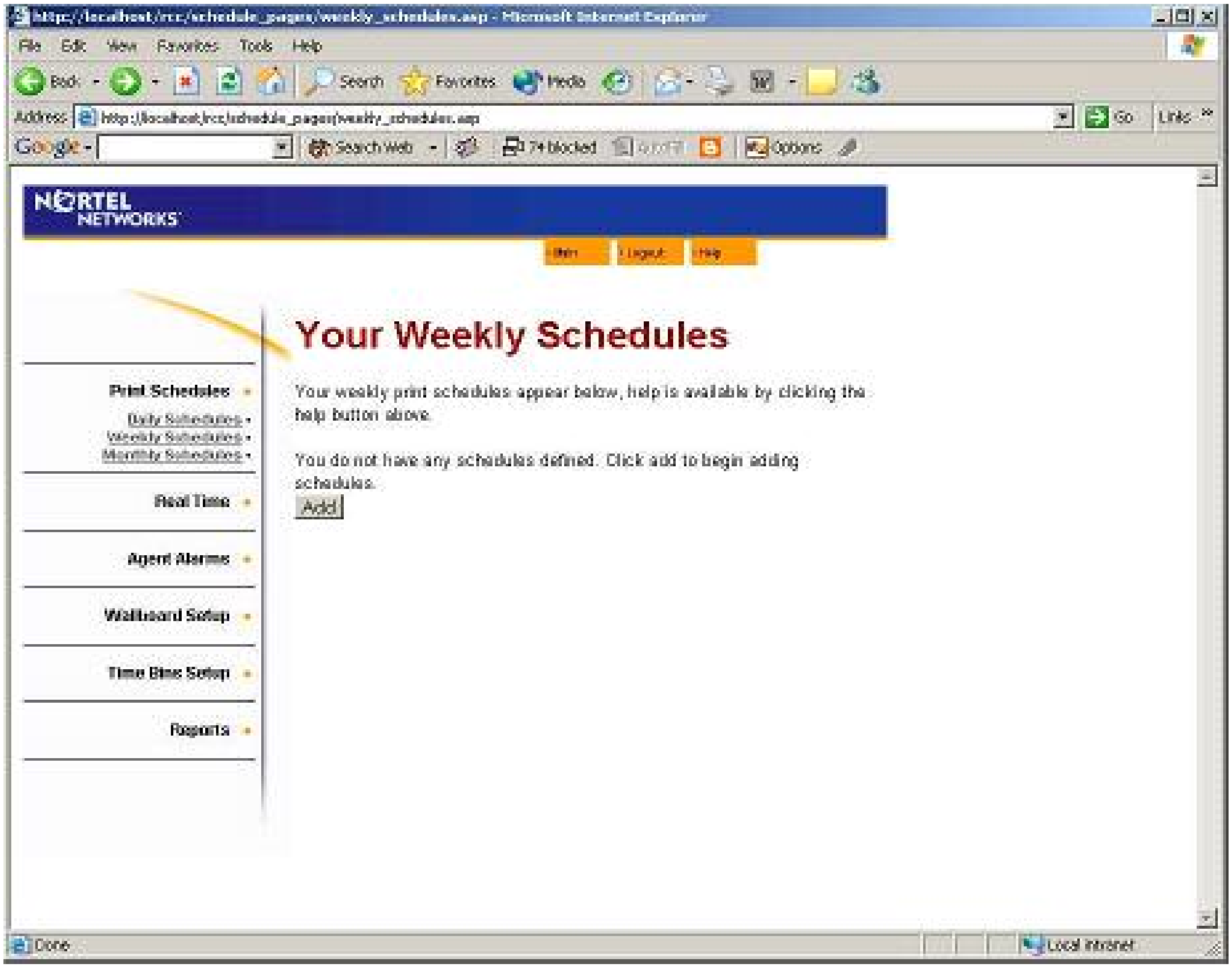


Figure 50 Your Weekly Schedules Page

Clicking on the Add button will present you with Add Weekly Schedule page, shown below.

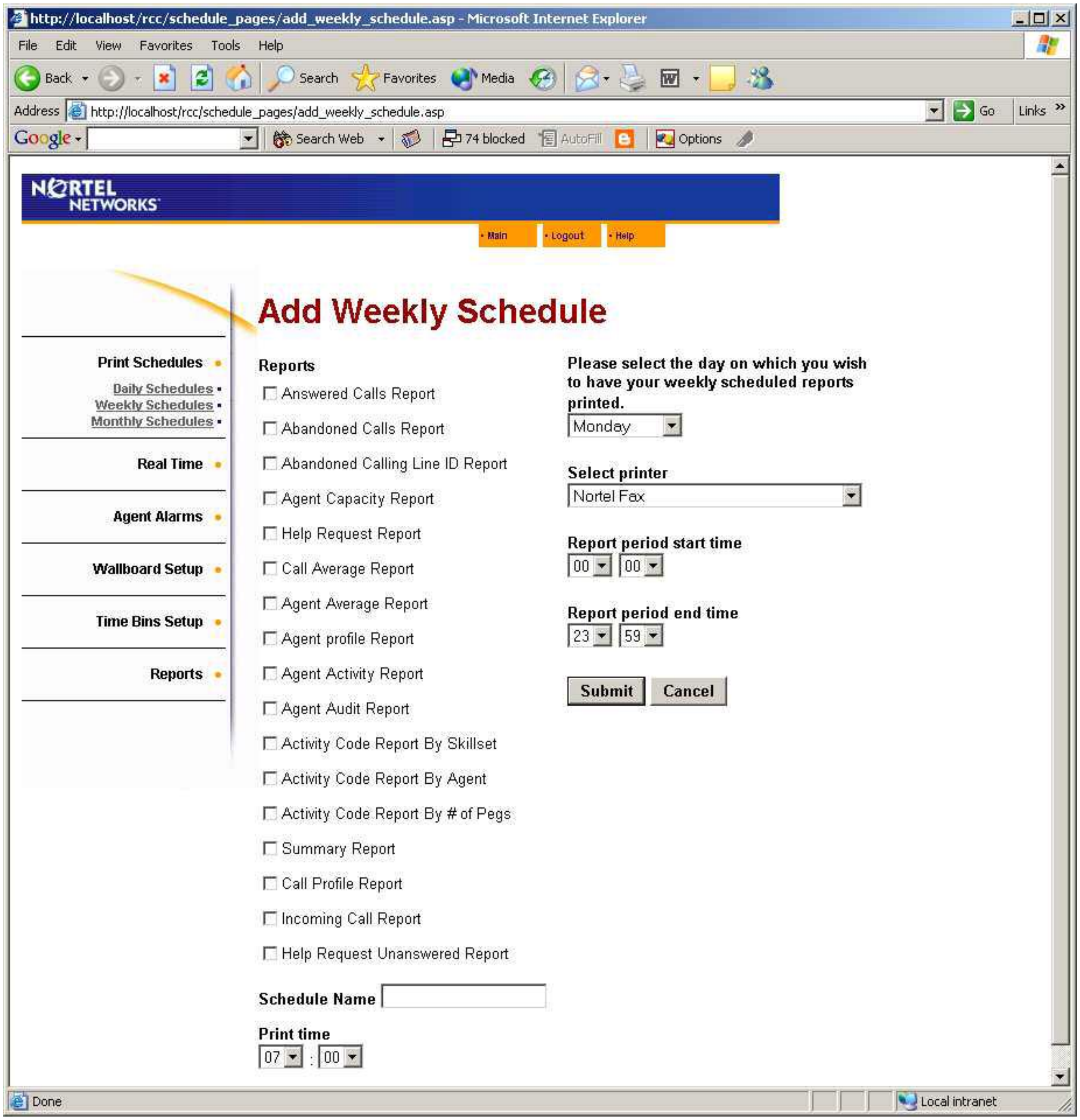


Figure 51 Add Weekly Schedule Page

The Add Weekly Schedule page allows you to specify the which reports you wish to have included in the Schedule, and when it is to be printed.

You may also specify which period of the day the reports will contain. You must also specify a name for your Schedule and which printer you wish to have the reports generated on.

To select a report to be included in the Schedule, click the check box beside the report name. Selected reports will have a tick in the check box beside their name. You can of course select multiple reports.

The reports will be generated for a calendar week. You must specify which day and at what time you wish to have the Weekly Schedule reports generated.

Note: Weekly Schedules generate reports on the specified day at the specified time. However, the reports generated contain information from the previous *calendar* week. An example will make this clear. Suppose a User created a Weekly Schedule that would print on a Saturday. They create this Schedule on September 10th, 2003. On Saturday September 13th the Weekly Schedule would generate Weekly reports. These Reports would contain information relating to the week September 1st –September 7th. Reports containing the information relating to the week September 8th – September 14th would be printed on Saturday 20th September, and so on.

September 2003

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Figure 52 Calendar for September 2003

To set a name for your Schedule, type the name in the Schedule Name field. This is to help you identify, and distinguish between, the different Schedules you create.

The Report Period Start Time and Report Period End Time dictate the period within each day for which the reports are generated. For example, if your Call Center has a working day that starts at 08:30 and finishes at 17:30, you may wish to specify the Start Time as 08:00 (to see if you have early calls that you are missing by not having the Call Center open) and 18:00 (to see if there is a late surge of calls).

To specify which printer the reports will be generated on, select one of the options from the Select printer drop-down menu. This drop-down menu will list all of the printers which are accessible from the Web Host PC. (The reports are generated from the databases held in the Web Host PC.)

Our example User Mary Smith has configured her Weekly Schedule as shown below.

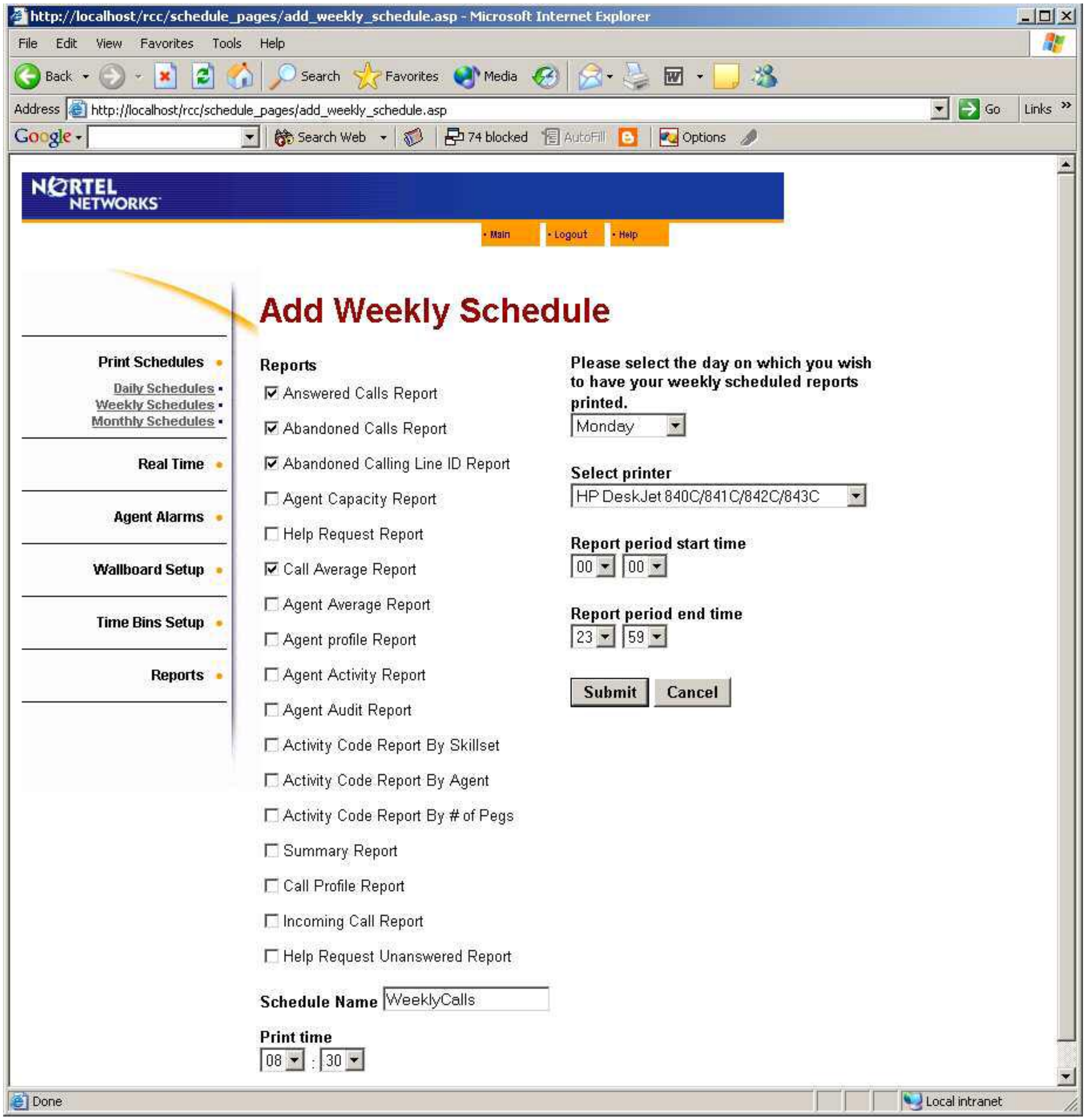


Figure 53 Add Weekly Schedule Page - Example Schedule

Mary Smith has selected the Answered Calls, Abandoned Calls, CLID and Call Average reports to be printed at 08:30 on Mondays.

Her schedule is Called WeeklyCalls. The reports will start to be generated at 08:30, on the HP 840C DeskJet printer. The reports will cover the period from midnight to midnight for each day.

To save your Weekly Schedule click on the Submit button. You will be presented with the Weekly Schedules – Skillsets page, shown below.

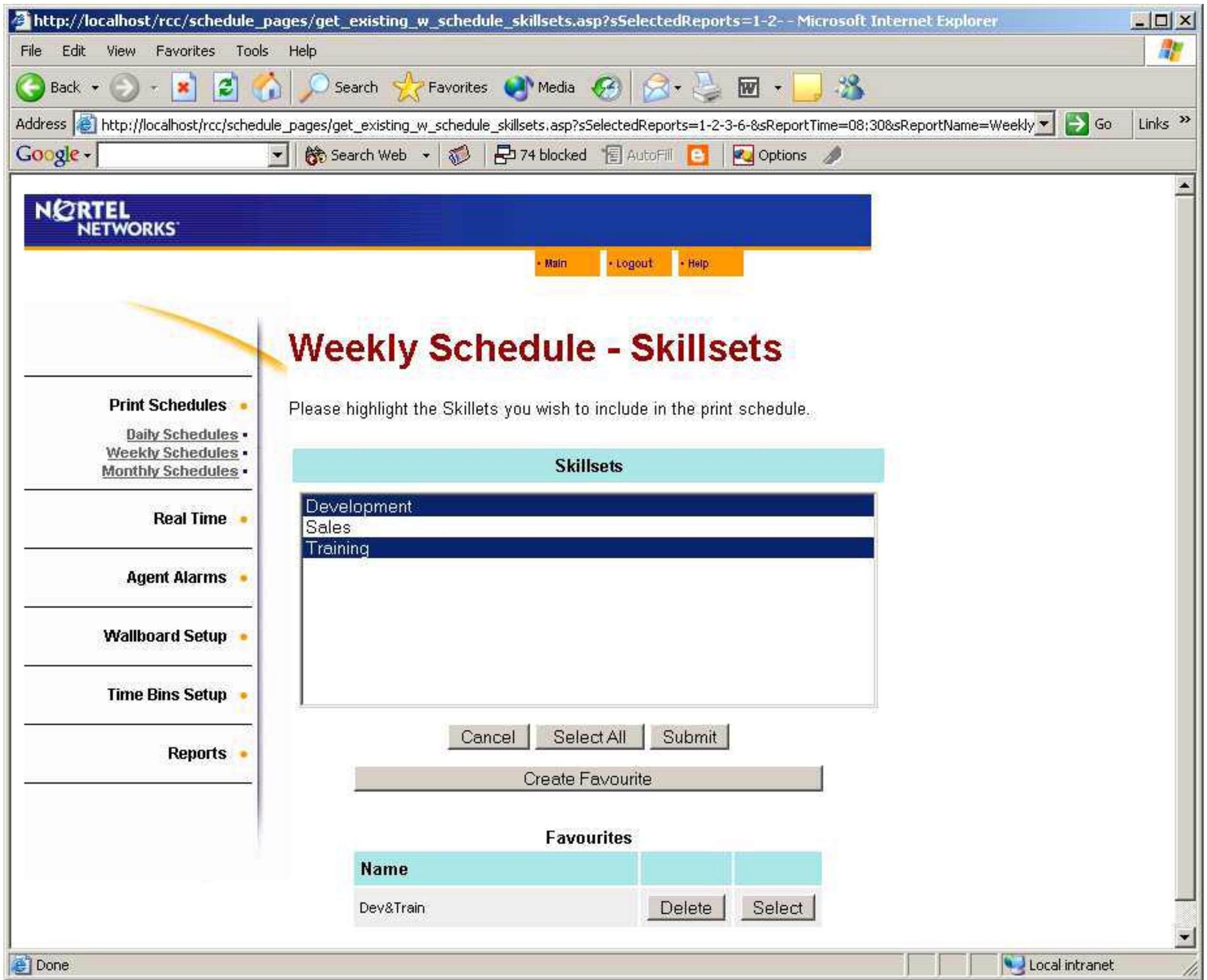


Figure 54 Weekly Schedules - Skillsets

The Weekly Schedule - Skillsets page allows you to select which Skillsets you wish to have included within the generated reports that are produced by the Weekly Schedule.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

To save your Weekly Schedule click on the Submit button. You will be presented with the Your Weekly Schedules page, shown below.

To leave the Weekly Schedule – Skillsets page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Weekly Schedules page.

When you have created a Weekly Schedule it will appear in the Your Weekly Schedule page, as shown below.

To leave the Add Weekly Schedule page without saving any changes you might have made, click on the Cancel button.

You will be prompted to confirm that you do not wish to save your changes. You will be returned to the Your Weekly Schedules page.

Note: If you select the Agent Audit Report, the Activity Code Report by Skillset, Agent Activity Code Report by Agent or the Activity Code Report by # of Pegs Reports to be included in your Print Schedule, you will be further prompted for the Agents and/or the Activity Codes you wish to have included within these Reports. These further steps are described on Pages 156 (Agent Audit Report), 161 (Activity Code Report by Skillset), 165 (Activity Code Report by Agents) and 169 (Activity Code report by # of Pegs).

When you have created a Weekly Schedule it will appear in the Your Weekly Schedule page, as shown below.

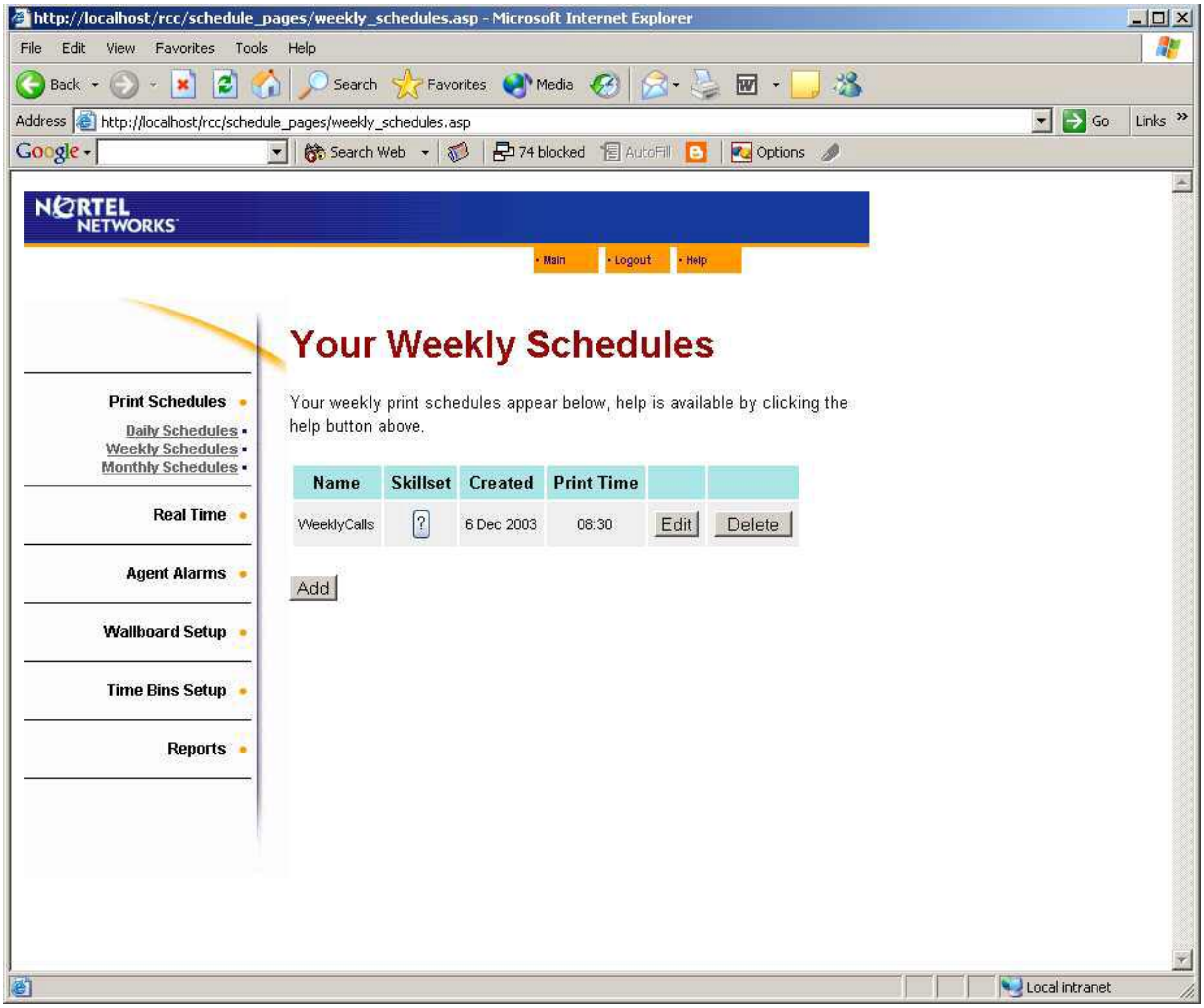


Figure 55 Your Weekly Schedule Page with a Schedule in the List

Note that each Schedule can be identified by the Schedule Name that was provided earlier when the Schedule was created.

Beside each listed Schedule are two buttons. The Edit button allows you to change the settings for a Schedule. The Delete button allows you to remove the Schedule completely.

Edit

Clicking on the Edit button presents you with the Edit Weekly Schedule page, shown below.

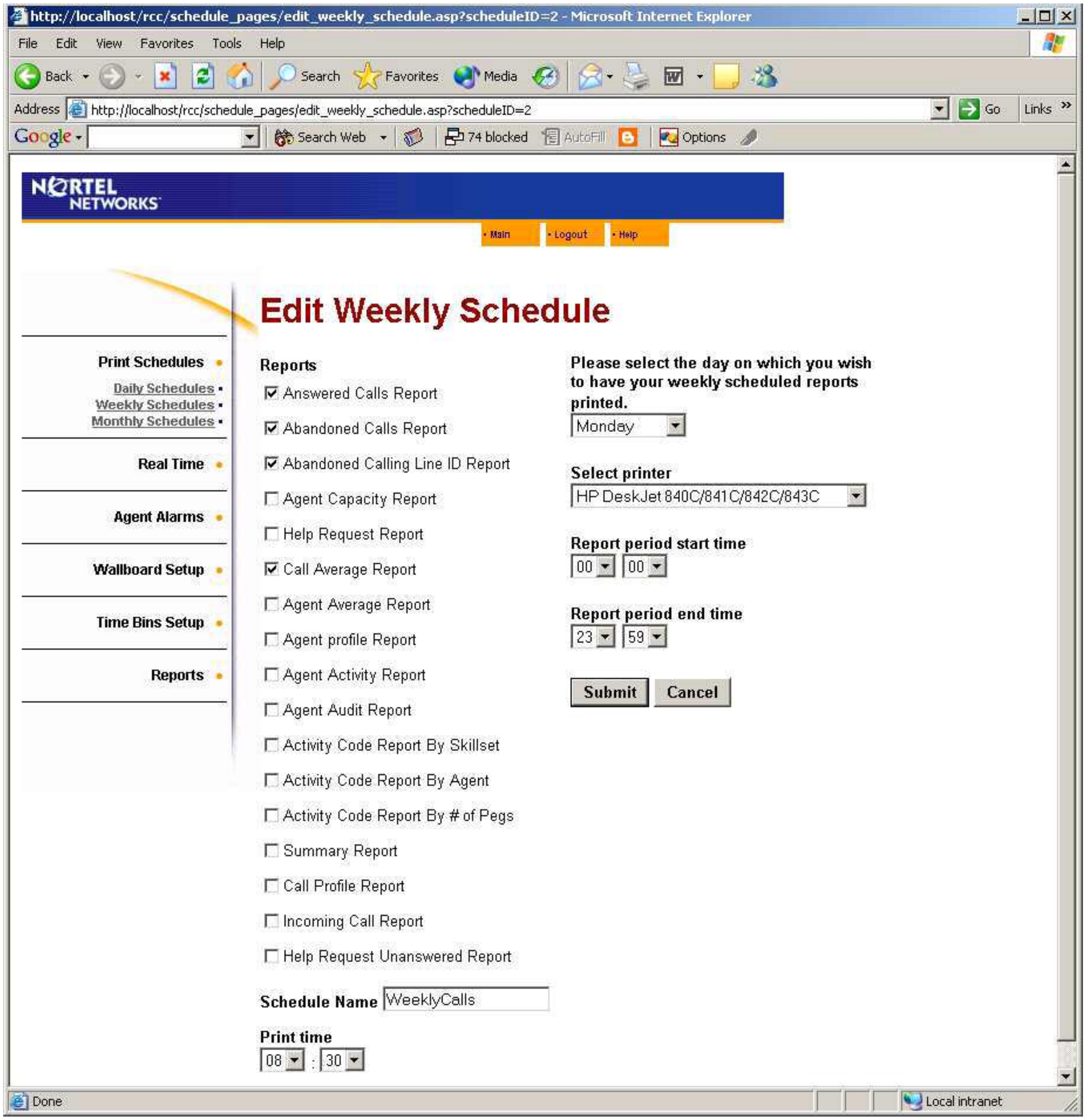


Figure 56 Edit Weekly Schedule Page

This page operates exactly like the Add Weekly Schedule page, except the data fields and check boxes are already populated with the settings of the Schedule you are editing.

To save any changes to the weekly Schedule click on the Submit button. You will be returned to the Your Weekly Schedules page.

To leave the Edit Weekly Schedule page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Weekly Schedules page.

Delete

Clicking on the Delete button will remove the Schedule from the system entirely, and will remove its listing from the Your Weekly Schedules page.

You will be asked to confirm the deletion, and you will be returned to the Your Weekly Schedules page.

Monthly Schedules

Selecting the Monthly Schedules option presents you with the Your Monthly Schedules page, shown below. Initially this will be empty.

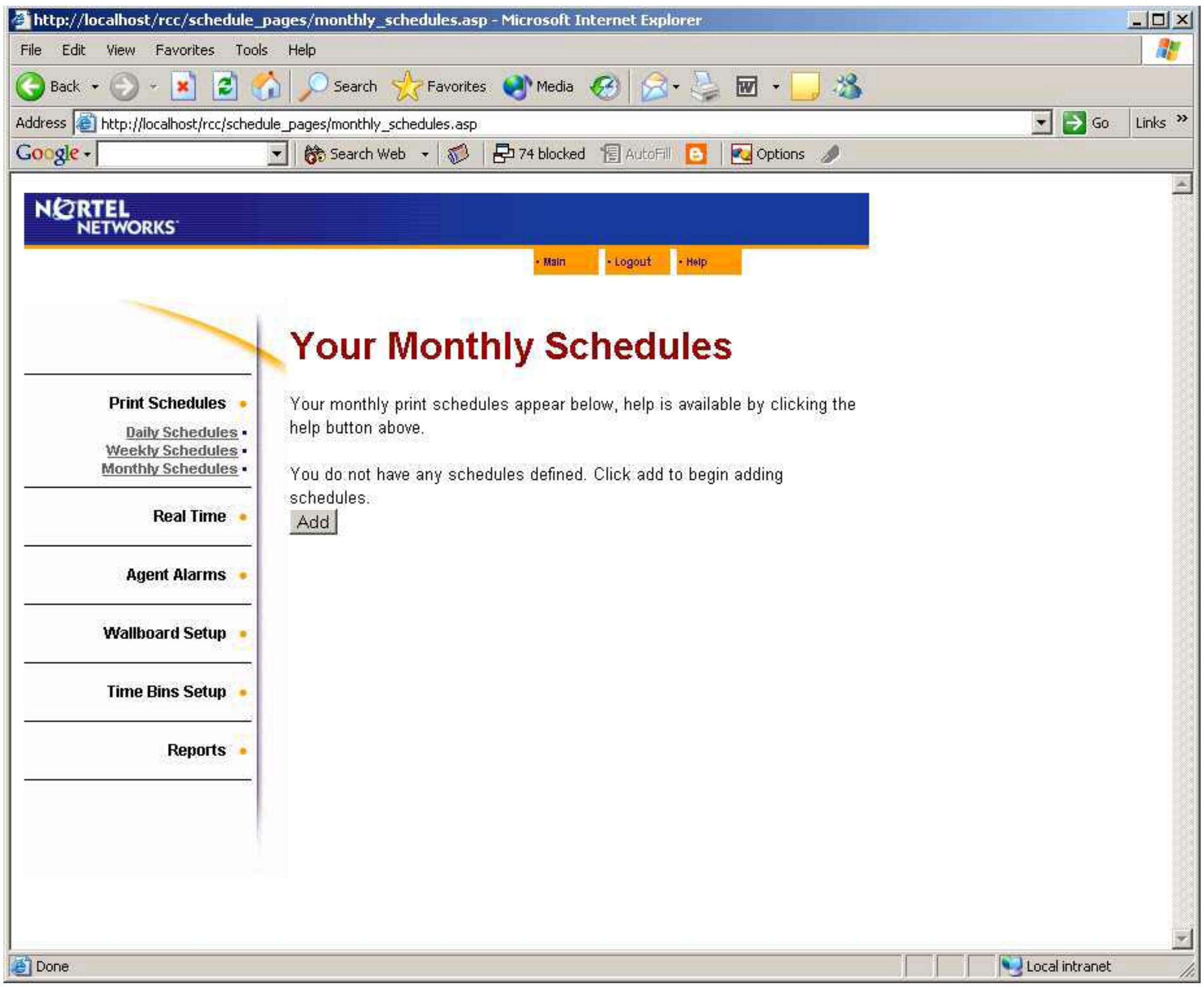


Figure 57 Your Monthly Schedules Page

Clicking on the Add button will present you with Add Monthly Schedule page, shown below.

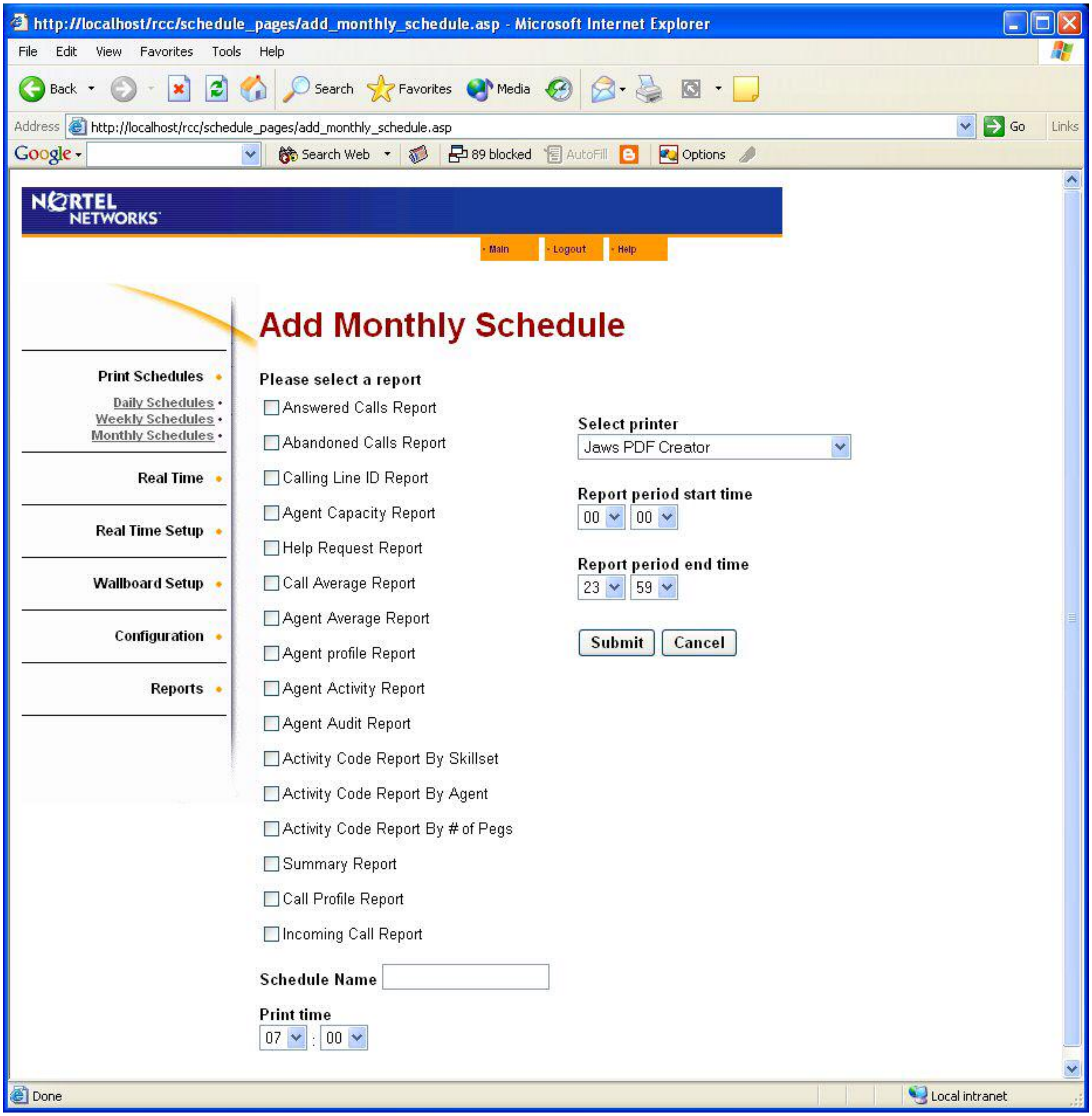


Figure 58 Add Monthly Schedule Page

The Add Monthly Schedule page allows you to specify the which reports you wish to have included in the Schedule, and when it is to be printed.

You may also specify which period of the day the reports will contain. You must also specify a name for your Schedule and which printer you wish to have the reports generated on.

To select a report to be included in the Schedule, click the check box beside the report name. Selected reports will have a tick in the check box beside their name. You can of course select multiple reports.

The reports will be generated for a calendar month. You must specify the time you wish to have the Monthly Schedule reports generated. They will be generated on the 1st day of each Month, at the specified time.

To set a name for your Schedule, type the name in the Schedule Name field. This is to help you identify, and distinguish between, the different Schedules you create.

The Report Period Start Time and Report Period End Time dictate the period within each day for which the reports are generated. For example, if your Call Center has a working day that starts at 08:30 and finishes at 17:30, you may wish to specify the Start Time as 08:00 (to see if you have early calls that you are missing by not having the Call Center open) and 18:00 (to see if there is a late surge of calls).

To specify which printer the reports will be generated on, select one of the options from the Select printer drop-down menu. This drop-down menu will list all of the printers which are accessible from the Web Host PC. (The reports are generated from the databases held in the Web Host PC.)

Our example User Mary Smith has configured her Monthly Schedule as shown below.

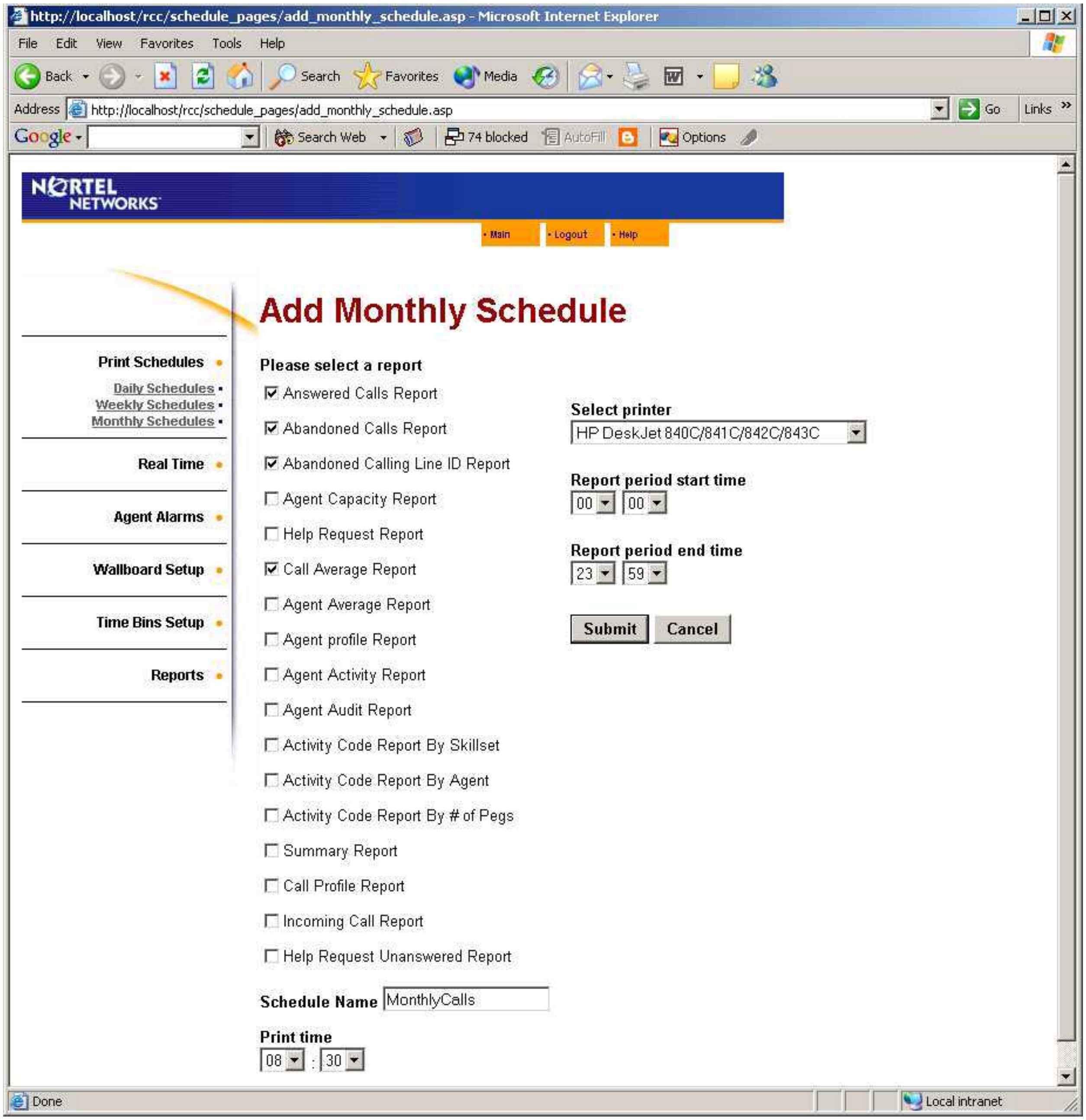


Figure 59 Add Monthly Schedule Page with Example Schedule

Mary Smith has selected the Answered Calls, Abandoned Calls, CLID and Call Average reports to be printed at 08:30 (on the 1st day of each new month).

Her schedule is Called MonthlyCalls. The reports will start to be generated at 08:30, on the HP 840C DeskJet network printer. The reports will cover the period from midnight to midnight for each day.

To save your Monthly Schedule click on the Submit button. You will be presented with the Monthly Schedules – Skillsets page, shown below.

To leave the Add Monthly Schedule page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Monthly Schedules page.

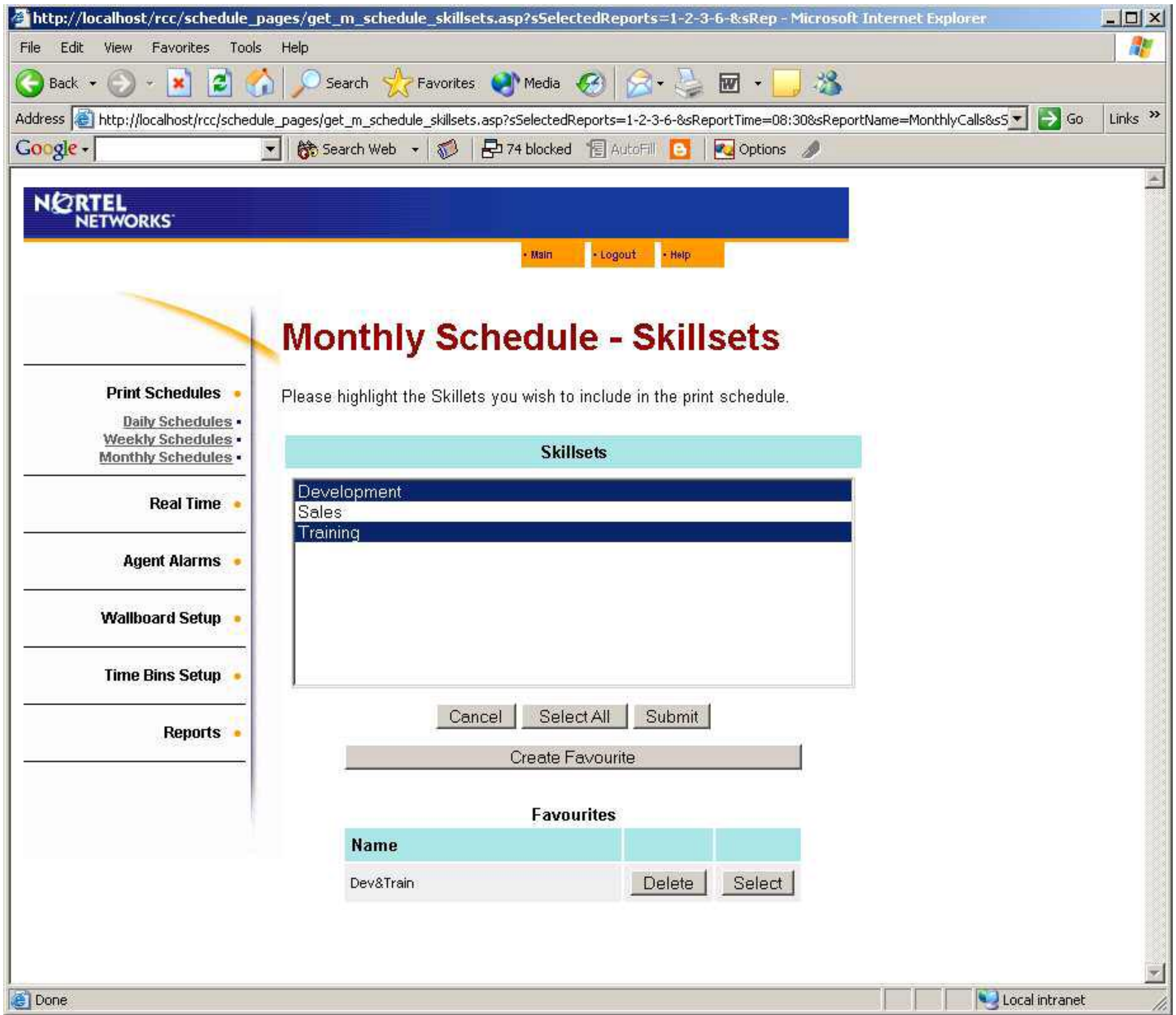


Figure 60 Monthly Schedule - Skillsets Page

The Monthly Schedule - Skillsets page allows you to select which Skillsets you wish to have included within the generated reports that are produced by the Monthly Schedule.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Note: If you select the Agent Audit Report, the Activity Code Report by Skillset, Agent Activity Code Report by Agent or the Activity Code Report by # of Pegs Reports to be included in your Print Schedule, you will be further prompted for the Agents and/or the Activity Codes you wish to have included within these Reports. These further steps are described on Pages 156 (Agent Audit Report), 161 (Activity Code Report by Skillset), 165 (Activity Code Report by Agents) and 169 (Activity Code report by # of Pegs).

To save your Monthly Schedule click on the Submit button. You will be presented with the Your Monthly Schedules page, shown below.

To leave the Monthly Schedule – Skillsets page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Monthly Schedules page.

When you have created a Monthly Schedule it will appear in the Your Monthly Schedule page, as shown below.

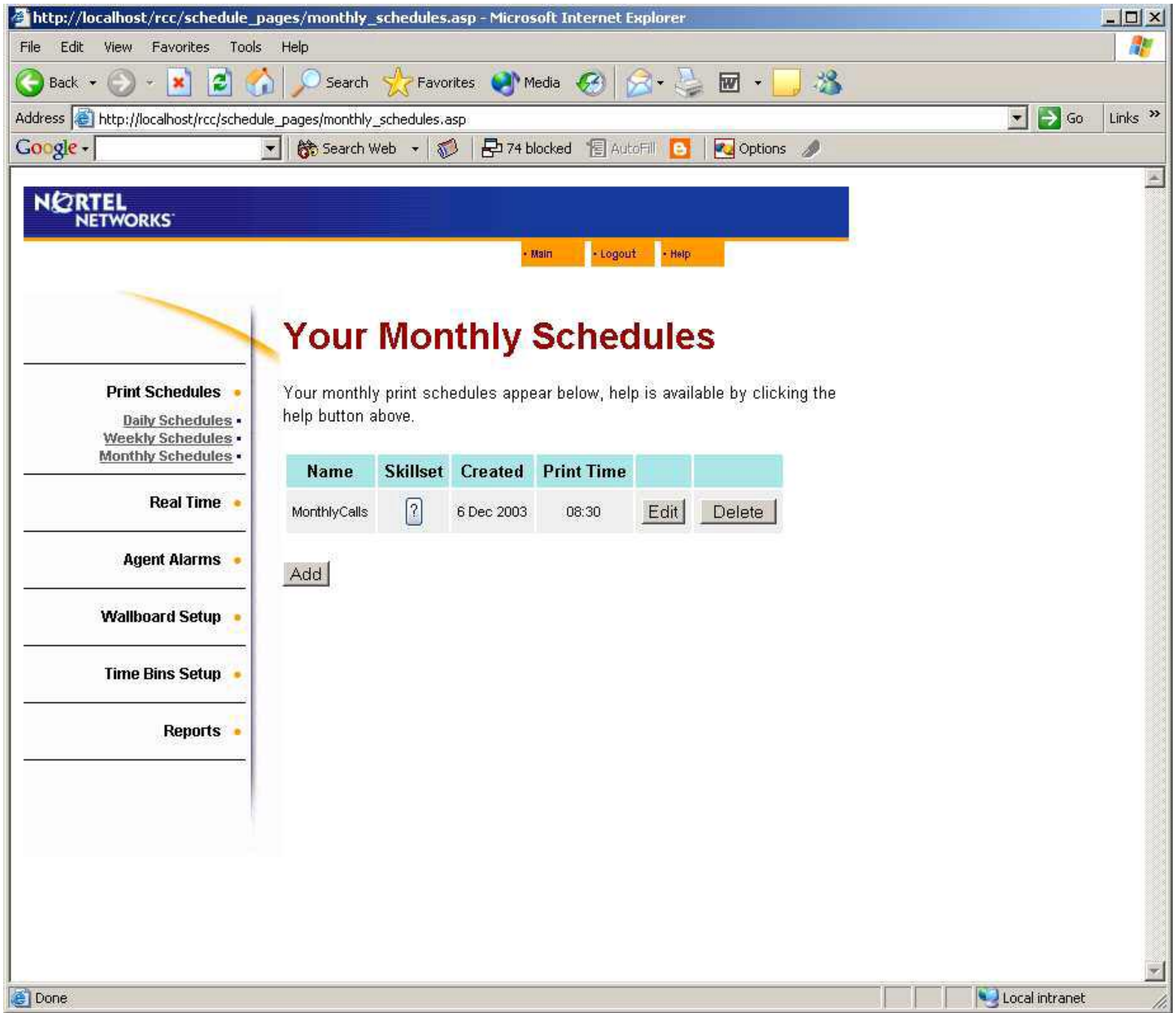


Figure 61 Your Monthly Schedules Page with a Schedule in the List

Note that each Schedule can be identified by the Schedule Name that was provided earlier when the Schedule was created.

Beside each listed Schedule are two buttons. The Edit button allows you to change the settings for a Schedule. The Delete button allows you to remove the Schedule completely.

Edit

Clicking on the Edit button presents you with the Edit monthly Schedule page, shown below.

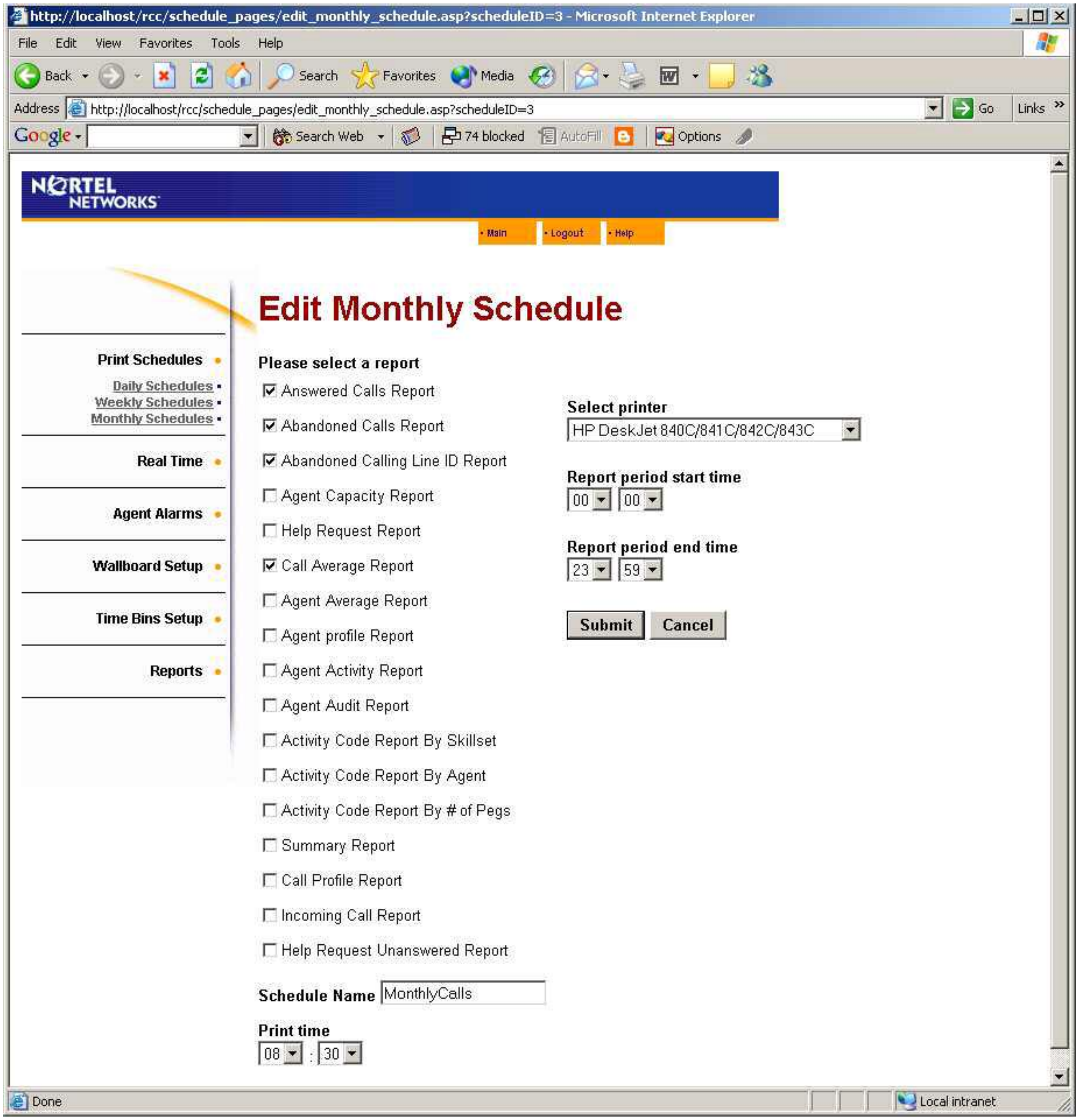


Figure 62 Edit Monthly Schedule Page

This page operates exactly like the Add Monthly Schedule page, except the data fields and check boxes are already populated with the settings of the Schedule you are editing.

To save any changes to the Monthly Schedule click on the Submit button. You will be returned to the Your Monthly Schedules page.

To leave the Edit Monthly Schedule page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Monthly Schedules page.

Delete

Clicking on the Delete button will remove the Schedule from the system entirely, and will remove its listing from the Your Monthly Schedules page.

You will be asked to confirm the deletion, and you will be returned to the Your Monthly Schedules page.

Real Time

Using the Real Time Options

Selecting the Real Time option presents you with the Real Time Menu page. The Real Time Menu page is shown below, with the real Time options displayed in the list on the left-hand side of the page.

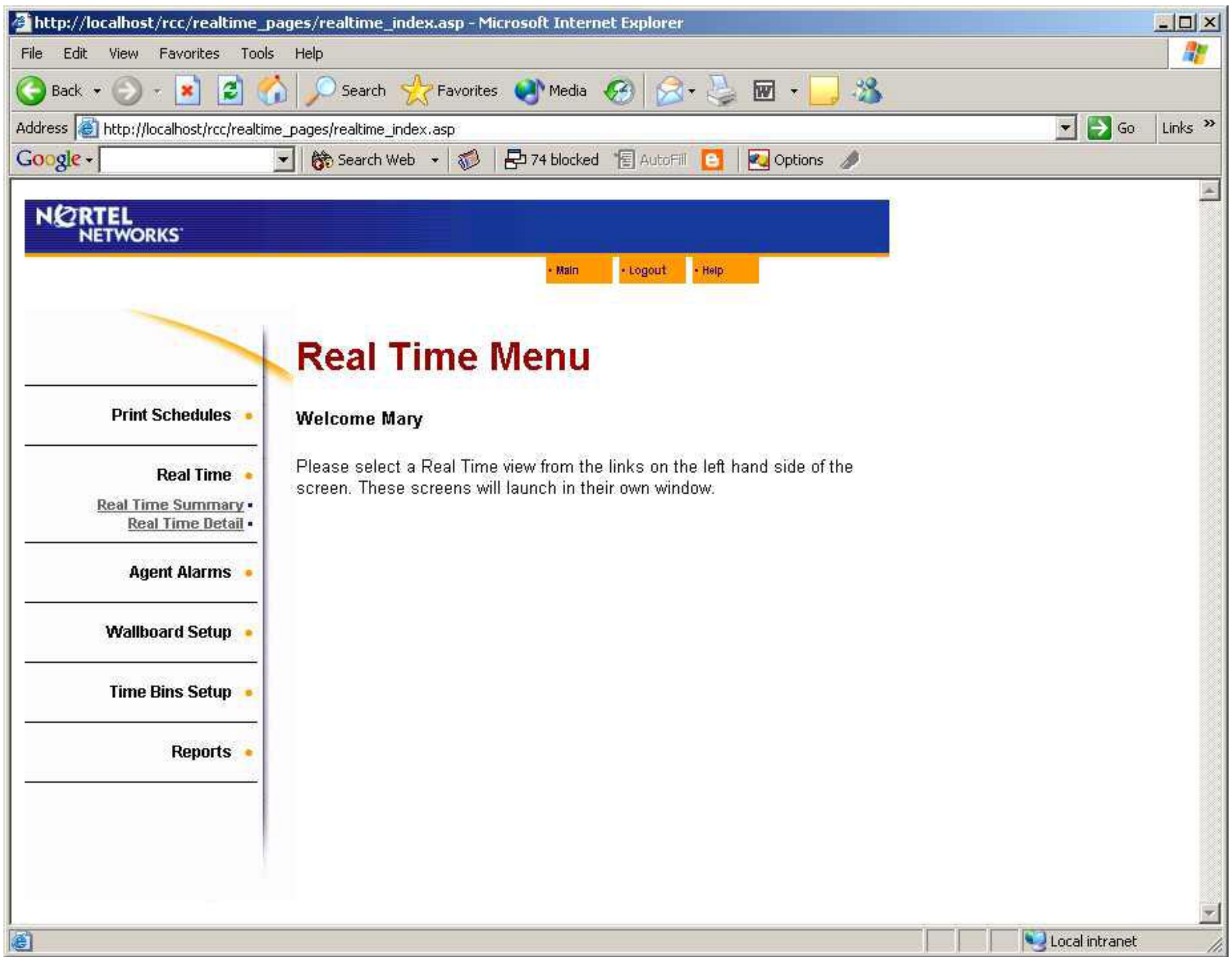


Figure 63 Real Time Menu Page

Selecting the Real Time Summary option presents you with the Real Time Summary page, shown below.

Real Time Summary

This page allows you to specify which Skillsets you wish to include within the Real Time display.

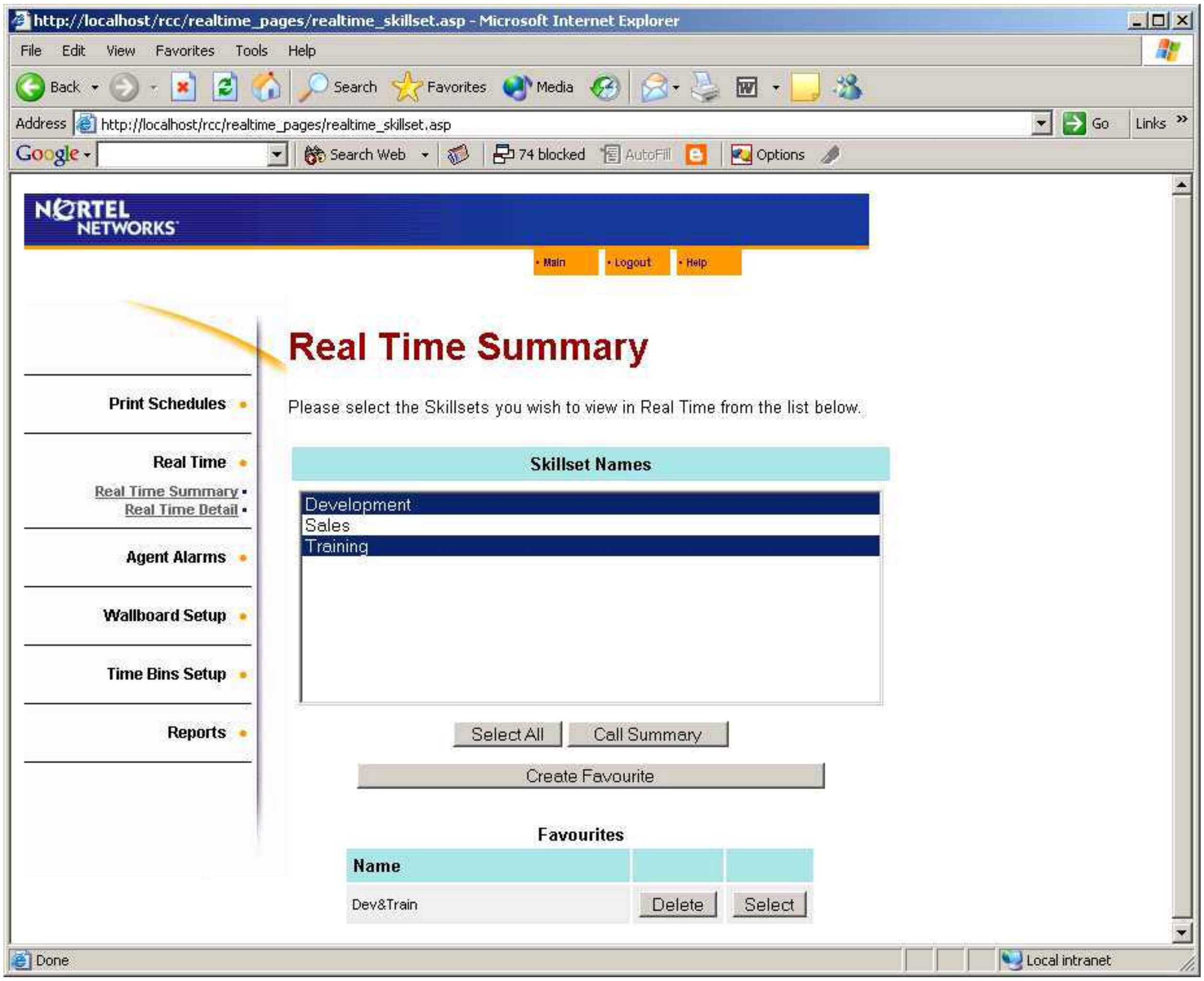


Figure 64 Real Time Summary Skillset Selection Page

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Call Summary button presents you with the Summary Real Time page, shown below.

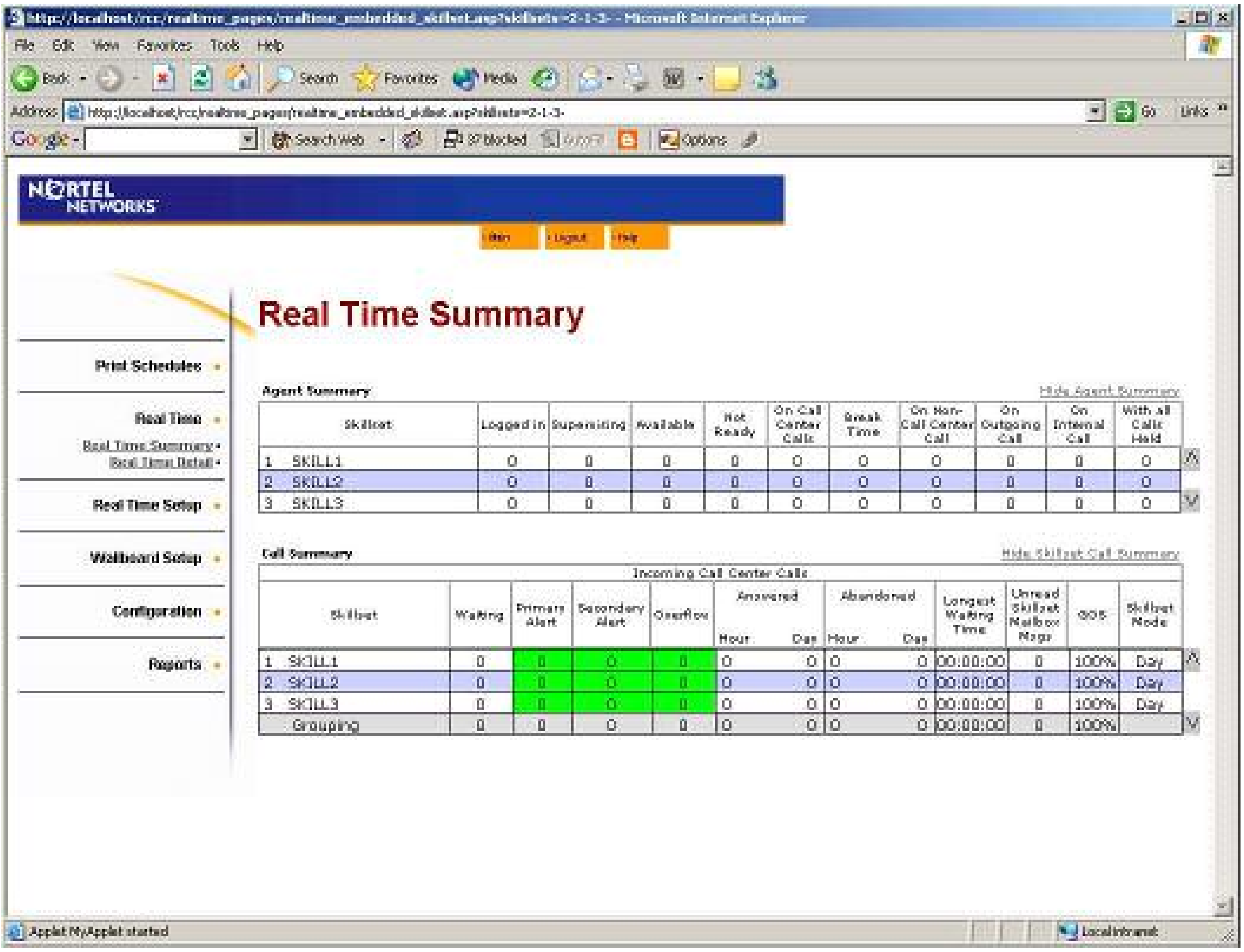


Figure 65 Real Time Summary Real Time Screens

The display shows the Agent Summary and the Call Summary Real Time panels.

The information represented in these will update as Agent and Call activity changes in your Call Center. Each row in each table represents a single Skillset. The Skillsets contained within the tables are those previously chosen on the Real Time Summary Skillset Selection Page (see Page 84).

Real Time Summary - Agent Summary

This Real Time panel indicates the numbers and states (current activities) of the logged in Agents, for each of the selected Skillsets.

Note that the state of an Agent who has multiple calls on their handset is taken from their active call. For example, if an Agent has an Incoming Call Center Call on hold and they are active on an Outgoing Call then the Agent is shown to be in the Outgoing Call state.

Skillset

This indicates which Skillset the information in this row represents.

Logged In

Indicates the number of Agents who are logged into this Skillset.

Supervising

Indicates the number of Agents (Supervisors) who are currently supervising other Agents.

Available

Indicates the number of Agents who are Available to take Incoming Call Center Calls.

Not Ready

Indicates the number of Agents who are in the Not Ready State. They may have invoked the Make Not Ready feature or they might have been placed in the Not ready state because a Call Center Call was presented ringing to their handset but the Agent did not answer it, and Nortel Networks Reporting for Call Center automatically took the call back to the Skillset queue and made them Not Ready.

On Call Center Calls

Indicates the number of Agents who are currently handling Incoming Call Center Calls.

Break Time

Indicates the number of Agents who are in Break Time following clear down of an Incoming Call Center Call.

On Non-Call Center Calls

Indicates the number of Agents who are currently handling calls that have not arrived via the Call Center. These could be calls that have arrived directly at their handset because somebody has rung their DDI line, for example, or a non-Call Center Call has been transferred to them from another handset.

On Outgoing Calls

Indicates the number of Agents who are currently on Outgoing Calls.

On Internal Calls

Indicates the number of Agents who have placed or answered internal (intercom) calls.

With All Calls Held

Indicates the number of Agents who have all of their current calls on hold.

Real Time Summary – Call Summary

This Real Time panel provides information about calls that are in the Skillset queues waiting to be answered, together with some statistics regarding calls which have been completed. These statistics will update in real time. This information is shown for each of the selected Skillsets.

Waiting

Indicates the number of calls that are currently waiting in the Skillset queues to be answered.

Primary Alert

Indicates the number of currently waiting Calls that have waited in excess of the Call Center Primary Alert. (note that this is mutually exclusive with the Secondary Alert). If any calls have waited in excess of the Primary Alert the background to this cell will change to yellow.

Secondary Alert

Indicates the number of currently waiting Calls that have waited in excess of the Call Center Secondary Alert. (note that this is mutually exclusive with the Primary Alert). If any calls have waited in excess of the Secondary Alert the background to this cell will change to red.

Overflow

Indicates the number of currently waiting Calls that have waited in excess of the Call Center Overflow Threshold. Note that this does not mean the call has overflowed, but the Call Center is actively looking through the overflow rules that have been defined for this Skillset, in order to try to find a means of answering the call. That is, this call is liable to overflow shortly. If any calls have waited in excess of the Overflow Threshold the background to this cell will change to red.

Note that if a call had passed the overflow threshold in one Skillset and was then Moved to another Skillset due to the call routing that had been configured, the call will appear in the new Skillset and the cell background will be red as this call has already passed the overflow threshold of the original Skillset it was in.

Abandoned Hour / Day

Indicates the number of calls that have abandoned in the Skillsets, in the current hour and in the current day.

Answered Hour / Day

Indicates the number of calls that have been answered by the Agents in the Skillsets, in the current hour and in the current day.

Longest Waiting Time

Indicates the waiting time of the call that has waited the longest out of the list of currently waiting calls.

Unread Skillset Messages

Indicates the number of voice mail messages in the Skillset Mailbox which have not be listened to. If there are any messages which have not been listened to the cell background will be red.

GOS

Indicates the grade of service currently being offered to incoming callers.

Skillset Mode

Indicates whether the mode of operation of the Skillset.

Hiding the Real Time Panels

Hide Agent Summary

Above the Agent Summary panel is a link ‘Hide Agent Summary’. Clicking this removes the Agent Summary Panel and leaves the Call Summary Panel on view. The link will change to ‘Show Agent Summary’. Clicking on this link will restore the Agent Summary Panel to the Real Time screen.

Hide Skillset Call Summary

Above the Call Summary panel is a link ‘Hide Call Summary’. Clicking this removes the Call Summary Panel and leaves the Agent Summary Panel on view. The link will change to ‘Show Call Summary’. Clicking on this link will restore the Call Summary Panel to the Real Time screen.

Real Time Detail

This page allows you to specify which Skillsets you wish to include within the Real Time display.

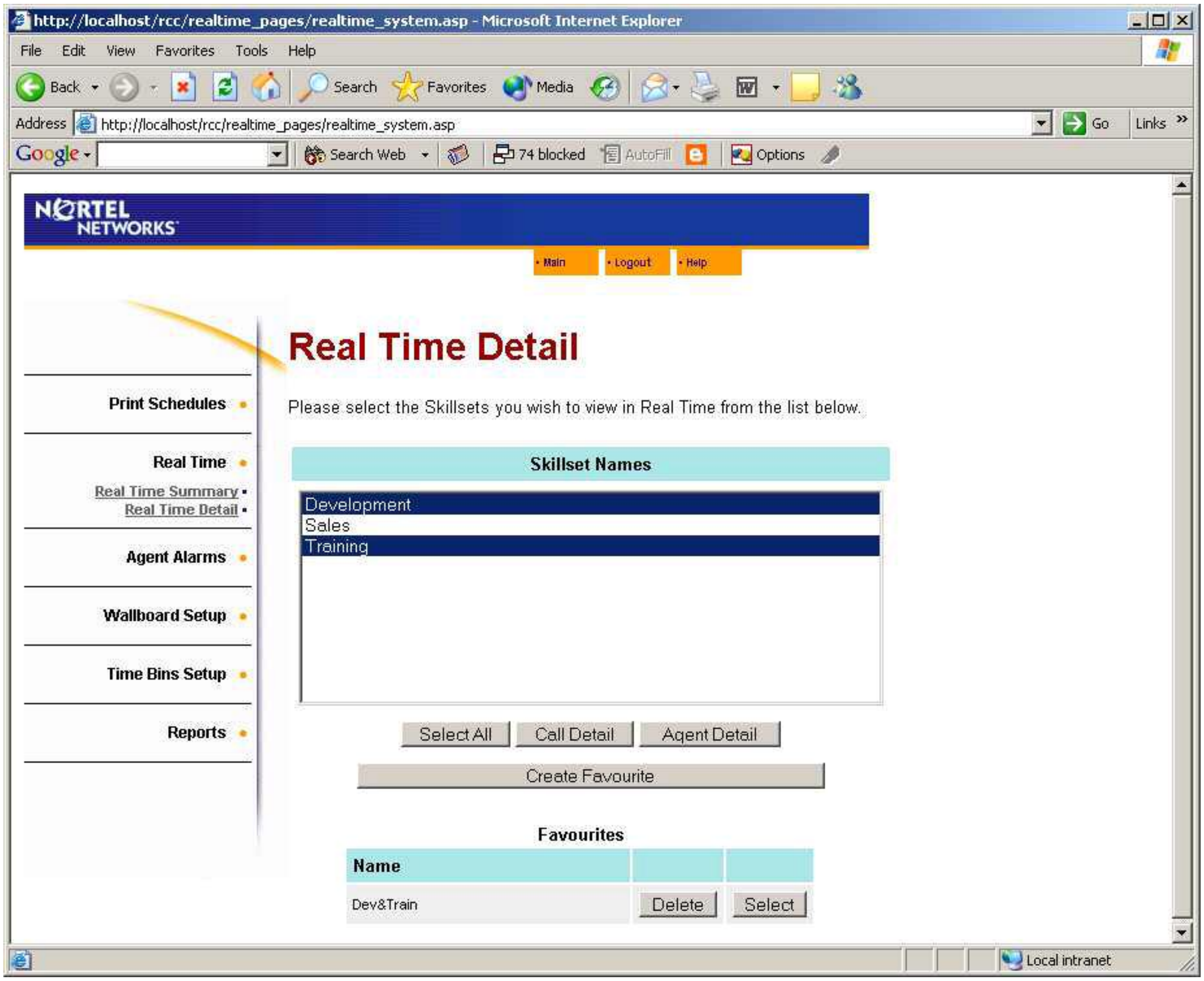


Figure 66 Real Time Detail Skillset Selection Page

Call Detail

The Call Detail Real Time screen presents a detailed display of the status of waiting calls together with some statistics relating to completed calls. These statistics will update in real time.

The Call Detail Real Time screen displays a separate line of information for Multimedia Calls and for Voice (PSTN) Calls, and a total for both types of calls.

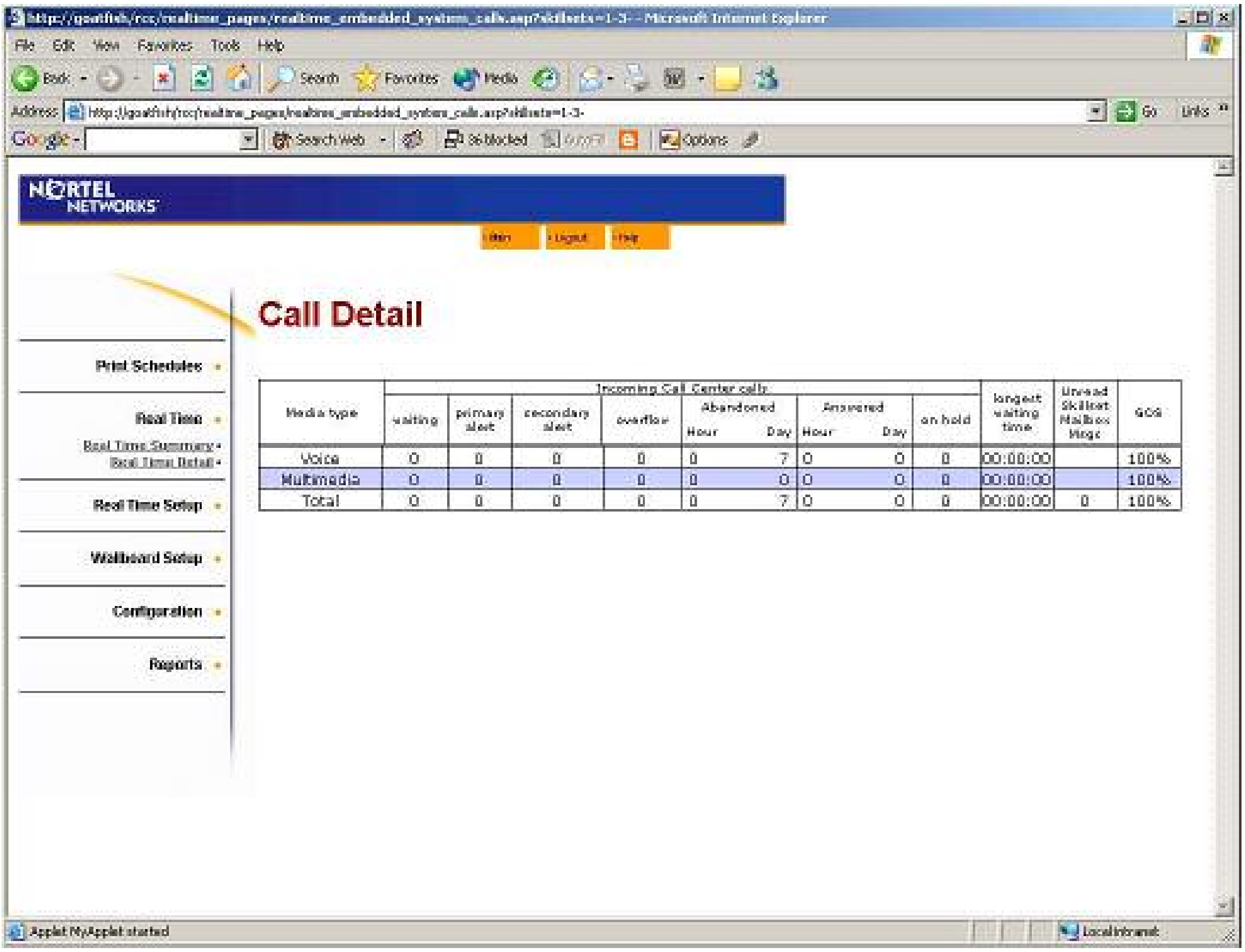


Figure 67 Real Time Call Detail Page

Media Type

Indicates whether the line of statistics relates to Multimedia Call or Voice (PSTN) Calls, or a total for both types of call.

Waiting

Indicates the number of calls that are currently waiting in the Skillset queues to be answered.

Primary Alert

Indicates the number of currently waiting Calls that have waited in excess of the Call Center Primary Alert. (note that this is mutually exclusive with the Secondary Alert). If any calls have waited in excess of the Primary Alert the background to this cell will change to yellow.

Secondary Alert

Indicates the number of currently waiting Calls that have waited in excess of the Call Center Secondary Alert. (note that this is mutually exclusive with the Primary Alert). If any calls have waited in excess of the Secondary Alert the background to this cell will change to red.

Overflow

Indicates the number of currently waiting Calls that have waited in excess of the Call Center Overflow Threshold. Note that this does not mean the call has overflowed, but the Call Center is actively looking through the overflow rules that have been defined for this Skillset, in order to try to find a means of answering the call. That is, this call is liable to overflow shortly. If any calls have waited in excess of the Overflow Threshold the background to this cell will change to red.

Note that if a call had passed the overflow threshold in one Skillset and was then Moved to another Skillset due to the call routing that had been configured, the call will appear in the new Skillset and the cell background will be red as this call has already passed the overflow threshold of the original Skillset it was in.

Abandoned Hour / Day

Indicates the number of calls that have abandoned in the Skillsets, in the current hour and in the current day.

Answered Hour / Day

Indicates the number of calls that have been answered by the Agents in the Skillsets, in the current hour and in the current day.

On Hold

Indicates how many calls are placed on hold.

Longest Waiting Time

Indicates the waiting time of the call that has waited the longest out of the list of currently waiting calls.

Unread Skillset Mailbox Msgs

Indicates the number of voice mail messages in the Skillset Mailbox which have not be listened to. If there are any messages which have not been listened to the cell background will be red.

GOS

Indicates the Grade of Service being offered to incoming callers.

Agent Detail

The Agent Detail Real Time screen presents a detailed display of the individual status of the logged in Agents, together with some statistics relating to calls answered and made by the Agents. These statistics will update in real time.

Each line of the Agent Detail Real Time screen represents a single Agent.

Figure 68 Agent Detail Real Time Page

ID

Indicates the Call Center ID of the Agent.

Agent

Indicates the name of the Agent, and also indicates the state the Agent is in by colouring the cell background. The state of the Agent is dependant on their current activity. Further detail on the Agent state can be seen in the Status column.

Incoming

An Agent is in the Incoming State when they have answered an Incoming Call Center Call. The information in the Status column indicates the type of call. The Incoming State is represented by Light Green.

Break Time

Break Time is the term used to describe the period of time allocated to each Agent to allow post call completion work, also called wrap-up. Break Time is represented by Dark Green.

Outgoing

When an Agent makes an Outgoing Call they are said to be in the Outgoing State. The Outgoing State is represented by Yellow.

Supervisory Monitoring

When an Agent who has been created in the Call Center as a Supervisor undertakes a monitoring session with another Agent they are represented in the Real Time screen using Gold. The Status column will display 'Monitoring'.

Non-Call Call Center Call

If the Agent answers a non-Call Center Call they are represented using Grey.

Available

Blue is used to represent Available Agents. These are Agents who are available to answer Incoming Call Center Calls.

All Calls Held

Magenta is used to indicate an Agent who has placed all of their calls on hold.

Not Ready

Dark Grey is used to represent Agents who are in the Not Ready state.

Logged Into SS

Indicates the Skillsets the Agent is currently logged in to.

Status

This column is used to provide extra detail regarding the Agent state.

A phone icon with the wording Multimedia represents a Multimedia voice call.

A phone icon with the wording Voice represents a regular voice call.

A phone icon with the wording Outgoing represents an outgoing call.

A phone icon with the wording Intercom represents an internal call.

The word Available represents an Available Agent.

The wording BreakTime represents an Agent in Break Time.

The wording Calls Held represents an Agent with all of their current calls on hold.

The wording Not Ready represents an Agent who is in the Not Ready state.

The word Monitoring represents an Agent who is a Supervisor engaged in a Supervisory Monitoring session with another Agent, or in a Help Session.

A smiley icon represents a Multimedia Chat session.

A globe icon represents a Multimedia Follow-me browsing session.

A number will accompany the status description in the form of SSx. This indicates the Skillset associated with the call. For example, SS2 would indicate Skillset 2.

Duration

This column displays a timer which represents the time the Agent has spent in the current state. If the Agent has been in the current state for a period in excess of the associated Agent Alarm, the background of this cell will turn red. See the section Agent Alarms, below.

Answered Call Center Calls Hour / Day

Indicates the number of Call Center Calls that this Agent has answered in the current hour and in the current day.

Outgoing Calls Hour / Day

Indicates the number of Outgoing Calls that this Agent has made in the current hour and in the current day.

Answered Non-Call Center Calls Hour / Day

Indicates the number of Non-Call Center Calls that this Agent has answered in the current hour and in the current day.

Agent Alarms

The Agent Alarms option allows you to set Real Time thresholds which operate with reference to the Call Center activity of the Agents.

For example, you can specify average durations of Incoming or Outgoing calls, and Nortel Networks Reporting for Call Center will highlight Agents who have been on a call longer than the specified threshold.

Selecting the Agent Alarms option presents you with the Agent Alarms Page (shown below), and the Agent Alarm menu option appears in the menu list on the left-hand side of the page.

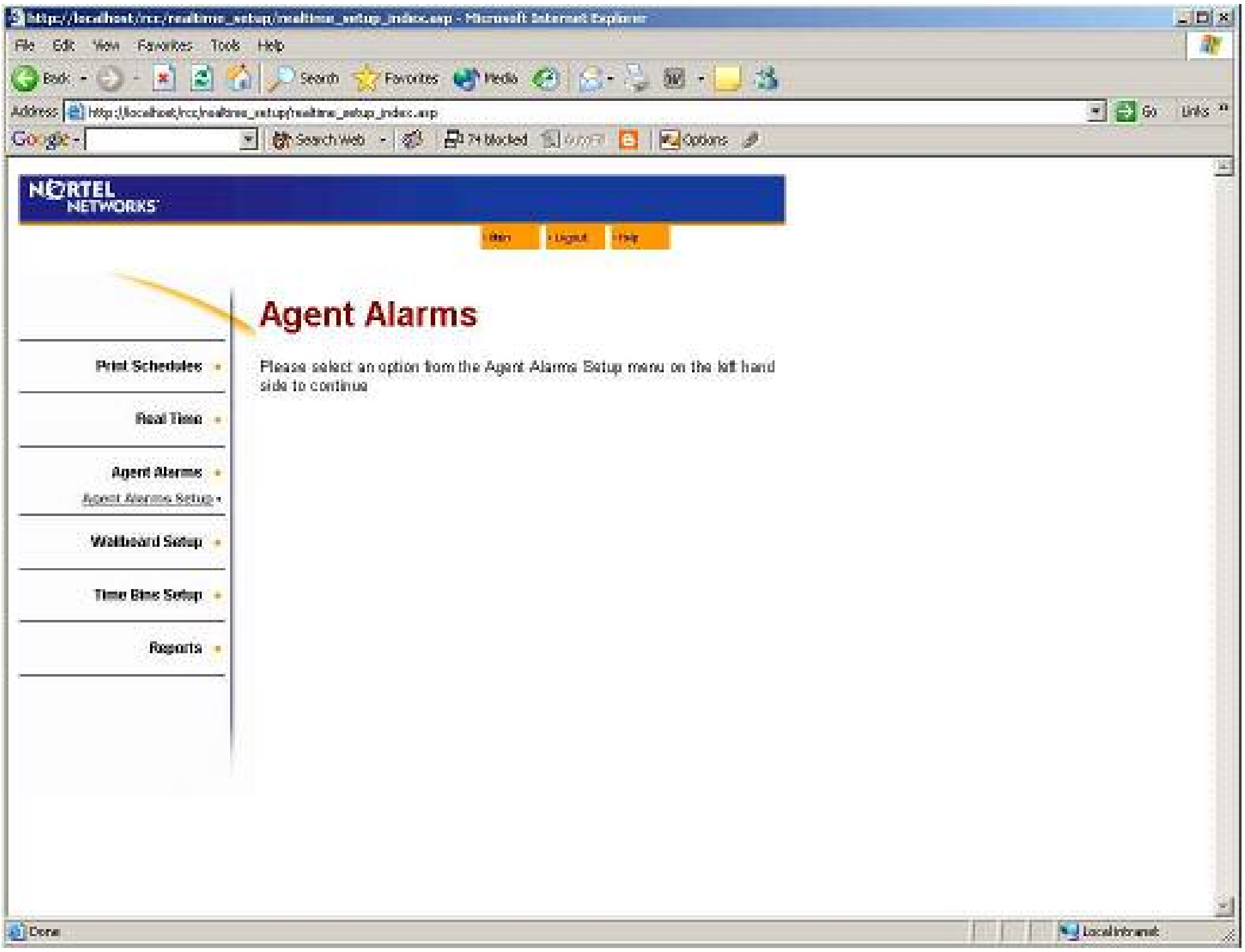


Figure 69 Agent Alarm Menu Page

Selecting the Agent Alarm Setup option presents you with the Agent Alarm Setup Skillset selection page shown below.

This page allows the User to select from their assigned Skillsets which Skillsets they wish to establish the Agent Alarms settings for.

In our example shown below, the Favourites list is showing the Favourite that was created previously by the User Mary Smith. She has clicked on the Select button and Nortel Networks Reporting for Call Center has automatically highlighted and selected the two Skillset Development and Training.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

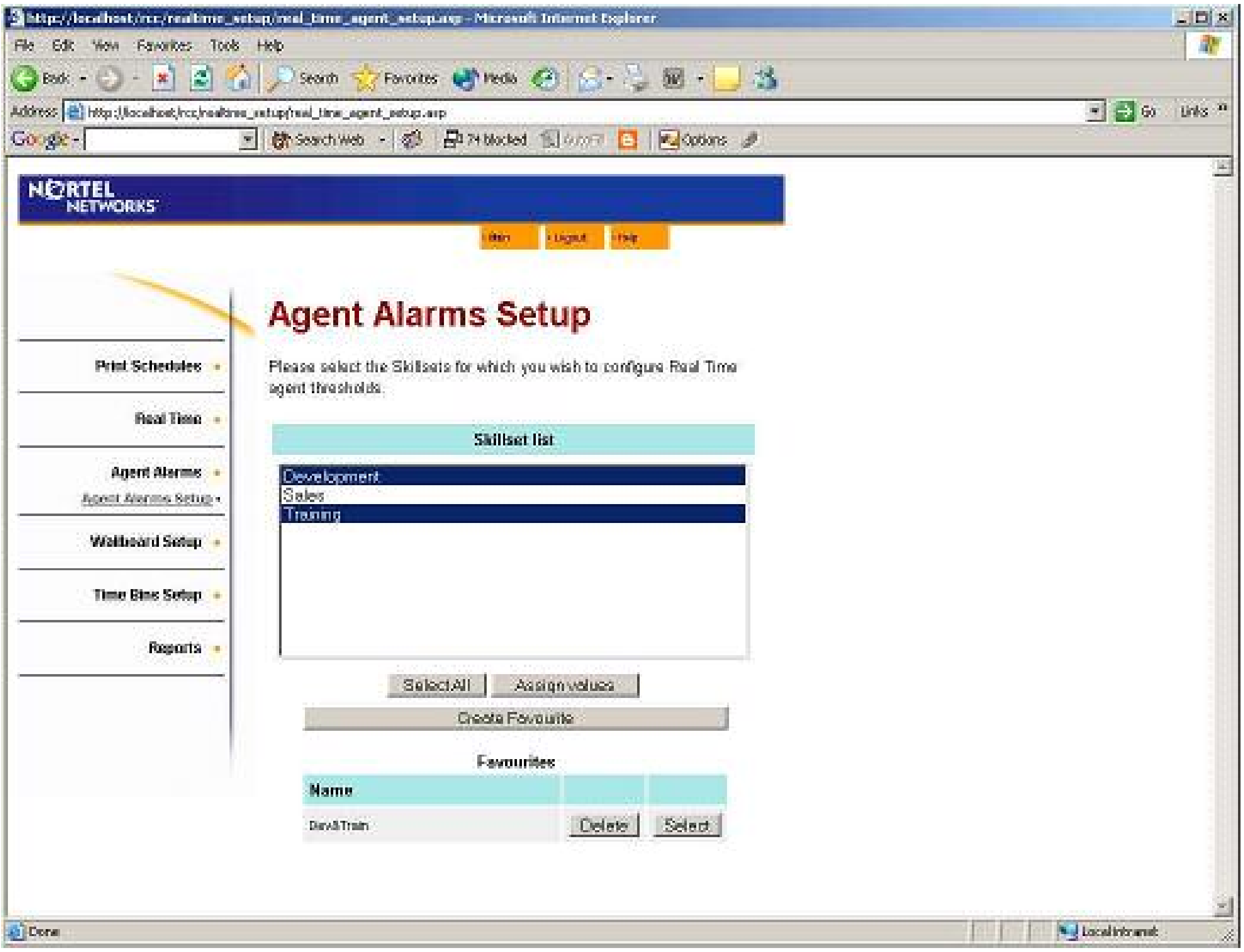


Figure 70 Agent Alarms Setup Page

When you have selected your Skillset, clicking on the Assign values button will present you with the Agent Alarms Values page, shown below.

You may specify Agent Alarm settings for the following Agent activities (also called Agent states):

Available	Agent is free to take a call
Internal Call	Agent is on an intercom call
Outgoing Call	Agent has placed a call to an external party
Incoming Call Center Call	Agent has answered a Call Center Call
Incoming Multimedia Call	Agent has answered a Multimedia Call Center Call
Incoming Chat	Agent is on a Multimedia Call Center Chat session
Incoming Non-Call Center	Agent has answered a non-Call Center Call from an external party
Not Ready	The Agent is in the Not Ready state

Out example User Mary Smith has specified various values, as can be seen below.

Figure 71 Agent Alarms Values Page

To save the Agent Alarms Values settings you have made, click the Submit button. You will be returned to the Agent Alarms Setup page,

To leave the Agent Alarms Values page without saving any changes you might have made, click the Cancel button. You will be returned to the Agent Alarm Setup page.

Wallboard Setup

Introduction

If you have been allocated the rights to the Wallboard Setup option by your Administrator (see the description of the Add User page on Page 34), you will be able to use this option to assign wallboards to your assigned Skillsets, You will also be able to configure the wallboards with features such as wallboard alarms and messages, schedules and summaries.

If you have not been awarded the rights to assign wallboards by your Administrator, the Wallboard Setup option will be greyed out.

Nortel Networks Reporting for Call Center can drive both hardware and software IP-enabled wallboards. The wallboards which are supported are the ***ip***View Wallboards (hardware tri-colour wallboards) and the ***ip***View SoftBoard (software based personal wallboard). They are updated approximately every 3 seconds.

Message Formats

The information sent to the wallboards is in one of three different formats.

Parameter Messages

Parameter Messages are the 'regular' display message sent to the wallboard.

Parameter Messages show 6 statistical parameters, each of which is displayed alongside a two letter mnemonic abbreviation. (If the wallboard is configured to have a title then the number of parameters that can be displayed is dropped to 3.)

The parameters available for display on the wallboards are:

ID	Number of Incoming calls received in the current Day
IH	Number of Incoming calls received in the current Hour
AD	Number of Abandoned calls in the current Day
AH	Number of Abandoned calls in the current Hour
OD	Number of Outgoing calls made in the current Day
OH	Number of Outgoing calls made in the current Hour
SD	Grade of Service offered in the current Day (%)
SH	Grade of Service offered in the current Hour (%)
AO	Number of Agents on Outgoing calls
AI	Number of Agents on Incoming calls
AA	Number of Agents Available to receive calls
AN	Number of Agents in the Not Ready state
AL	Number of Agents Logged in
QL	Current Queue Length - number of calls queuing for this Skillset
QT	Current Queue Time for the longest waiting Call for this Skillset (secs.)

The numerical values are displayed in yellow and the abbreviations are displayed in green.

If one of the parameter values has an associated Alarm threshold configured for it, it will display in red when the threshold is broached. There is an optional audible alert for alarms.

Scrolling Messages

Scrolling Messages (also known as rolling messages) are supported by the wallboards also. These are either manually dispatched messages, Alarm messages or Scheduled messages. These are described below.

Scrolling messages move from right to left across the wallboard until the whole message has been displayed at least two times. There is also an optional audible alert for scrolling messages.

Note: On the ***ip***View SoftBoards, the scrolling messages do not 'scroll', they are displayed in their entirety in a window, for the duration that it would take for that message to scroll at least two times on the hardware wallboard. Also note that the numerical parameter display is removed from ***ip***View SoftBoards for the duration of the message display.

Scrolling message are displayed on the wallboards under three circumstances. Scrolling messages can be triggered because:

- A Call Center statistic has entered an Alarm state (generating an Alarm message)
- A predefined time has arrived (generating a scheduled message)
- A User has generated and dispatched a message (Instant (manual) message).

Nortel Networks Reporting for Call Center can be configured to provide an audible alert for any of these scrolling messages.

A scrolling message can be up to 64 characters in length and can contain parameter values which are automatically replaced by the numerical equivalent at display time.

For example, if a message contained the text:

There are (QL) calls waiting…

And the Call Center statistic QL currently had a value of 4, the following message would be displayed:

There are 4 calls waiting…

Alarm Messages

Nortel Networks Reporting for Call Center can be configured to automatically provide a scrolling test message when a parameter enters an Alarm condition, by passing a defined Alarm Threshold.

A profile of 6 different Alarm Thresholds can be set across a day, for a single Alarm.

For example, a 24-hour Call Center which has 25 Agents active during the day might have an Alarm Message set to be triggered if 6 Agents are Not Ready concurrently, but at Night they have a skeleton staff of 4 Agents and so they want to have the same Alarm Message triggered when only 2 Agents make themselves Not ready.

Alarm messages scroll at least twice on the wallboards. If the alarm is still valid when the message has scrolled at least twice, the normal numerical display will be shown for 5 seconds before the alarm message is re-scrolled.

If several alarms are triggered at once they will be scrolled to the wallboard as follows.

Assume three alarms are triggered concurrently. The first alarm message is scrolled at least twice, then the normal numerical display is shown for 5 seconds. The second alarm message is then scrolled at least twice and the normal numerical display is shown again, for 5 seconds.

If the third alarm is still valid then the third alarm message is scrolled at least twice and the display then returns to the usual numerical display for 5 seconds.

If the first alarm is valid it is scrolled again. If it is not valid then the second alarm is checked to see whether it is valid. If the second alarm is valid it is scrolled again.

If it is not valid then the third alarm is checked to see whether it is valid. In this way all alarms are rotated and displayed with a numerical display of 5 seconds in between them.

Instant Messages

System Administrators or Users can manually enter and dispatch an Instant Message to the wallboards. Instant messages will take priority over Alarm messages.

Scheduled Messages

Wallboard Messages which need to go out at the same time every day, or on a particular day can be associated with a schedule.

For example, weekly fire alarm tests or a start of shift greeting or an end of shift message could be configured so that it automatically triggers at the specified time.

Schedules can be configured to trigger on single days, groups of days or every day.

Scheduled messages will take priority over Alarm messages.

Summary Messages

Nortel Networks Reporting for Call Center can be configured to provide pre-defined hourly summaries on the wallboards. Summaries can be configured to have an audible alert.

The values displayed in the summary messages are as follows:

Incoming Calls for previous Hour and Day so far

Outgoing Calls for previous Hour and Day so far

Answered Calls for previous Hour and Day so far

Grade of Service for previous Hour and Day so far

Using the Wallboard Options

Selecting the Wallboard Setup option presents you with the Wallboard Menu page shown below, with the wallboard options displayed in the list on the left-hand side of the page.

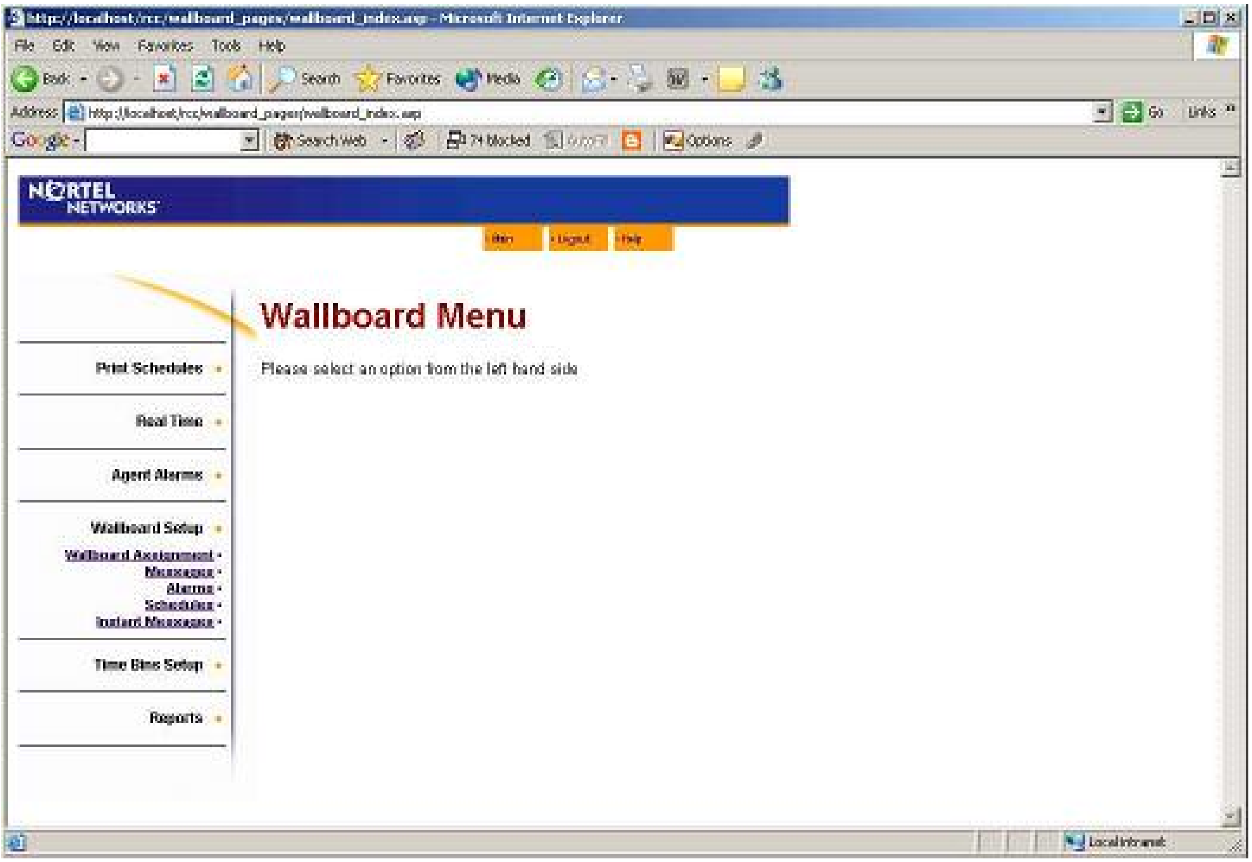


Figure 72 Wallboard Menu Page

Selecting the Wallboard Assignment option presents you with the Wallboard Assignment page, shown below.

Wallboard Assignment Page

This page display a list of the configured wallboards. It displays them for each of the Skillsets you have been assigned, and any which have been configured as System wallboards.

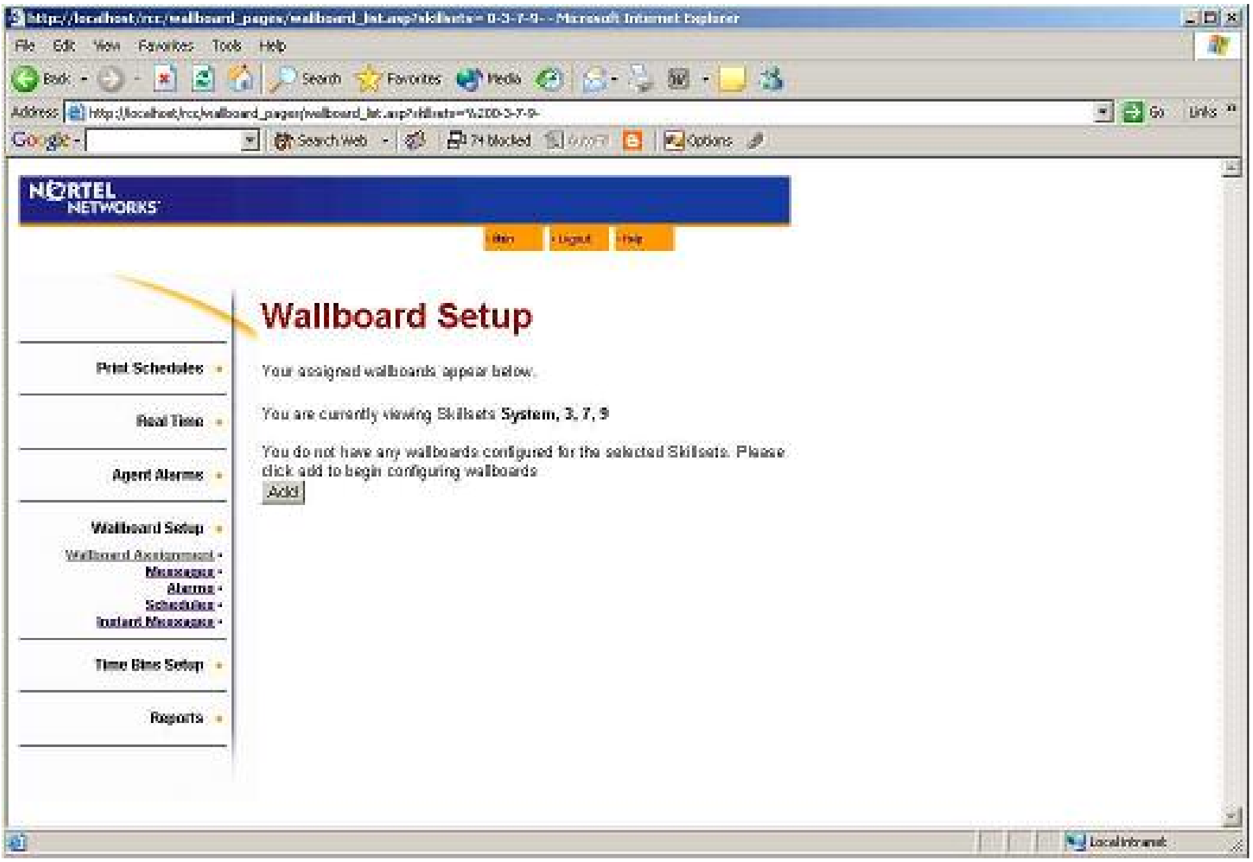


Figure 73 Wallboard Assignment Page

The Wallboard Setup page will display a list of the assigned wallboards. You are able to delete wallboards or to edit their settings.

In this example there are no wallboards assigned to the selected Skillsets (in this example System wallboards and wallboards for Skillsets 3, 7 and 9), so all our example User Mary Smith can do is Add wallboards.

Click on the Add button to assign wallboards. This will present you with the Add Wallboard page, shown below.

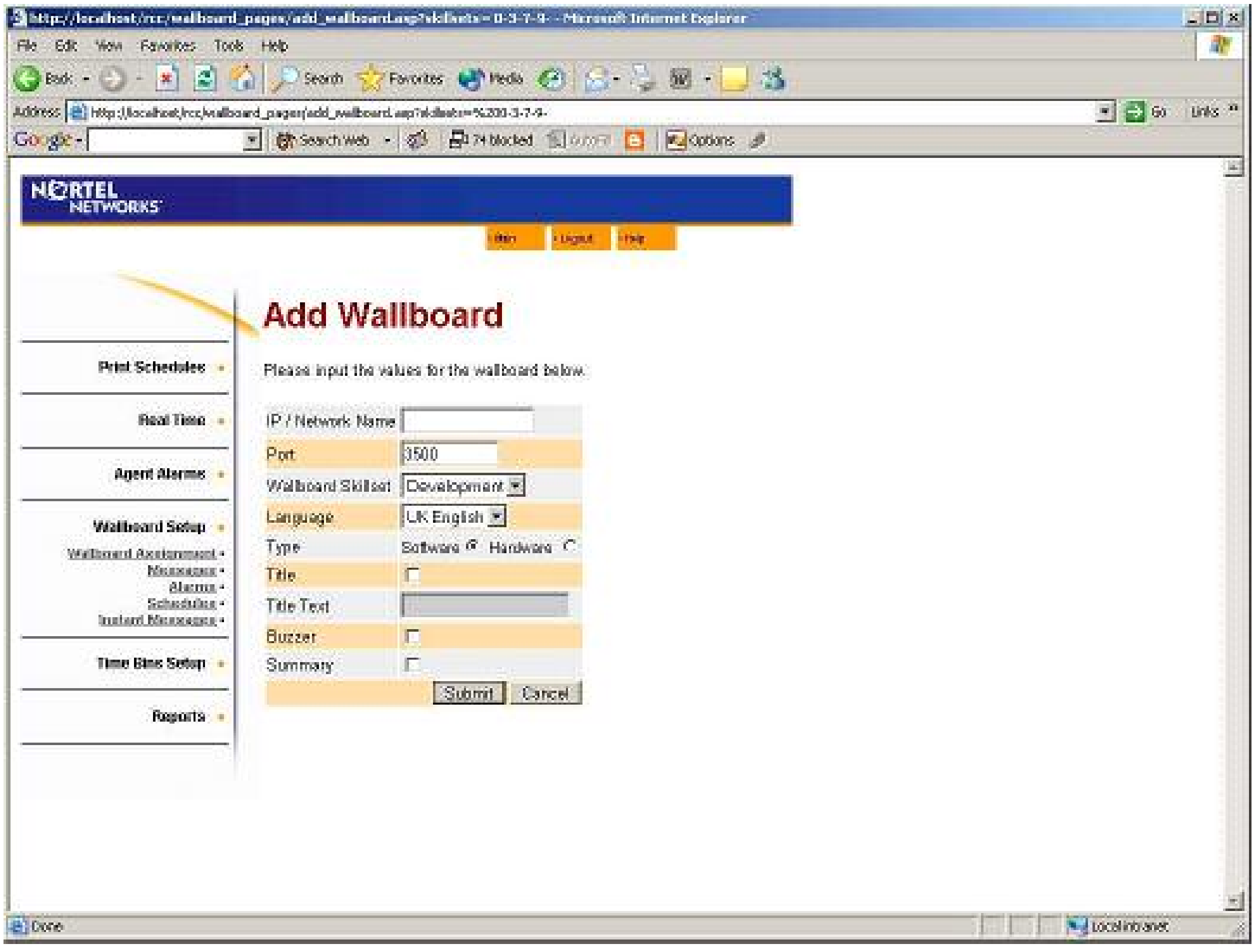


Figure 74 Add Wallboard Page

Add Wallboard Page

The details of the new wallboard that must be specified are as follows:

IP Address or the Network Name. (If the wallboard is an ***ip***View SoftBoard the details to add are the IP Address or the Network Name of the PC on which the SoftBoard will be running.)

Port. This is usually left at the default value of 3500. This might be changed for an ipView SoftBoard if an Agent wished to have several copies of ipView SoftBoard running on the same PC. This could be done to display different Skillset statistics to a multi-Skillset Agent for example. Each copy of ipView SoftBoard would be installed on the Agent's PC with a different Port number. In that case, the corresponding wallboard entry in Nortel Networks Reporting for Call Center must be configured with the appropriate port number.

Wallboard Skillset. This denotes the Skillset the wallboard is to report on. That is, the named Skillset is the Skillset from which Nortel Networks Reporting for Call Center will extract the statistical information to display on the wallboard. If you wish to display system wide totals (that is, to have the information displayed represent totals derived from all Skillsets) then select 'System' from the drop down menu.

In other words, assigning a wallboard to be a System wallboard causes Nortel Networks Reporting for Call Center to send statistics to that wallboard which represent the system totals. For example, the parameter AN (agents not ready) on a System wallboard shows the total figure for the AN values of all Skillsets added together.

Notice that the only Skillsets available in this drop-down menu are the ones that our example User Mary Smith has had assigned to her by the Administrator.

Language. This drop-down menu allows the User to specify which language the wallboard should be driven in. Individual wallboards can be driven in any of the supported languages, selected from the list.

Type. This indicates whether the wallboard is a hardware wallboard or a software SoftBoard. Any of the available parameters can be used on either the hardware or the software wallboards.

The parameter spacing on the hardware wallboard allows for the display of two 3 digit and one 4 digit parameter per line, giving 6 parameters in total. The two parameters at the right hand end of the wallboard are able to display up to 4 digits at a time.

Those parameters that are able to reach 4 digits can not be configured for the positions which can only display 3 digits. See Wallboard Parameters, below.

Title. This checkbox indicates whether the wallboard is to be configured with a title. A title is a string of text up to 16 characters in length which is displayed on the top line of a hardware wallboard, and above the parameter list on a SoftBoard. In both cases it reduces the number of parameters which can be displayed by the wallboard to 3.

Title Text. If the Title check box is selected thus field is editable, to allow you to define the text to be displayed as the title.

Buzzer. If this check box is selected the wallboard will emit a short bleep whenever a Summary Message or a Scrolling message is sent to it. It will also bleep when a parameter goes into alarm even if there is no Alarm Message associated with the alarm (a static alarm).

Summary. If this check box is selected Hourly Summaries will be sent to the wallboard when each hour passes, and whenever the Skillset enter Out Mode (that is, there are no Agents Logged In to the Skillset).

To save the changes you have made click the Submit button. You will be returned to the Wallboard Setup page.

To leave the Add Wallboard page without saving any changes you might have made, click on the Cancel button. You will be returned to the Wallboard Setup page.

Wallboard Parameters

Once you have assigned a wallboard, they will be listed on the Wallboard Setup Page. This is shown below.

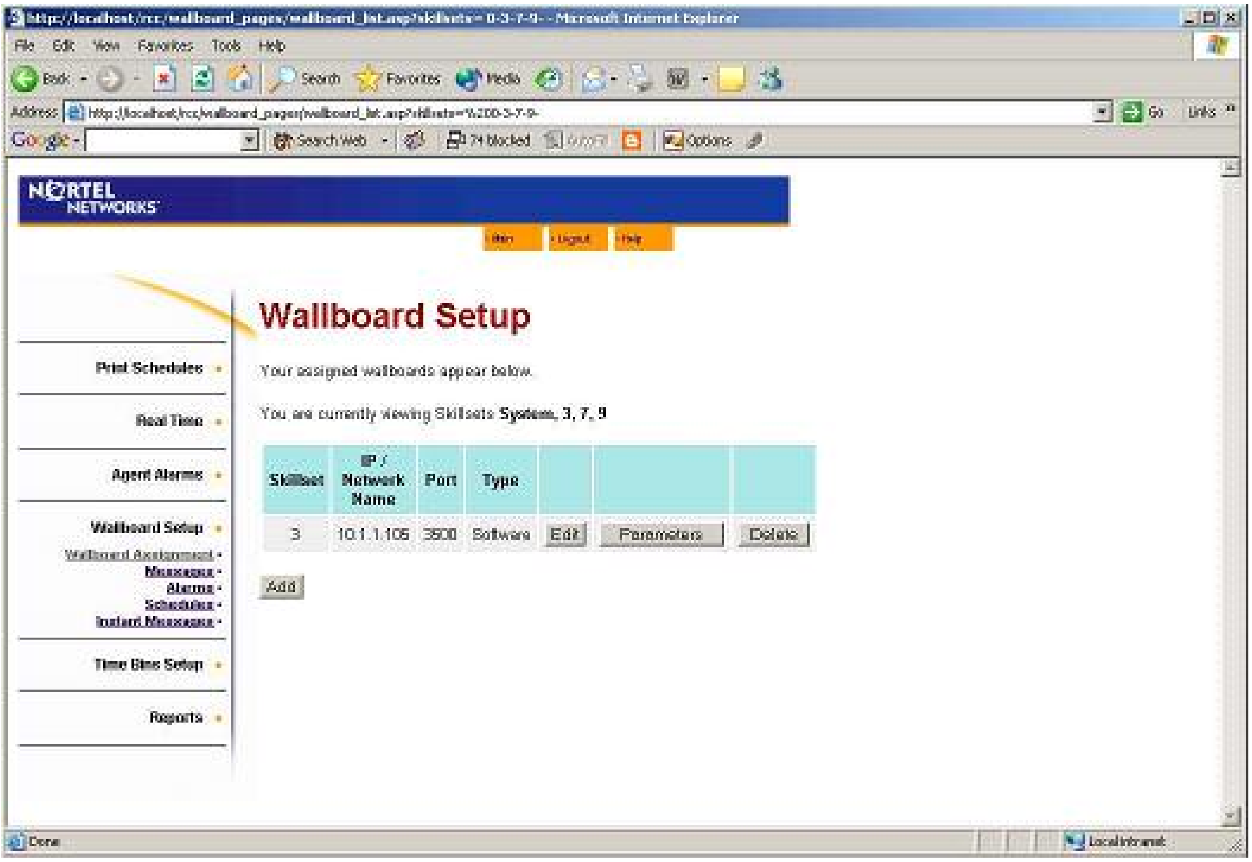


Figure 75 Wallboard Setup Page with Wallboard Listed

Beside the wallboard entries are buttons that will allow you to edit the settings for the wallboard (by using the Edit Button) and to specify the parameters you wish to have displayed on the wallboard (by using the Parameter button) and to remove the wallboard from the list entirely (by using the delete button).

Edit Button

Clicking on the Edit button presents you with the Edit Wallboard page, shown below.

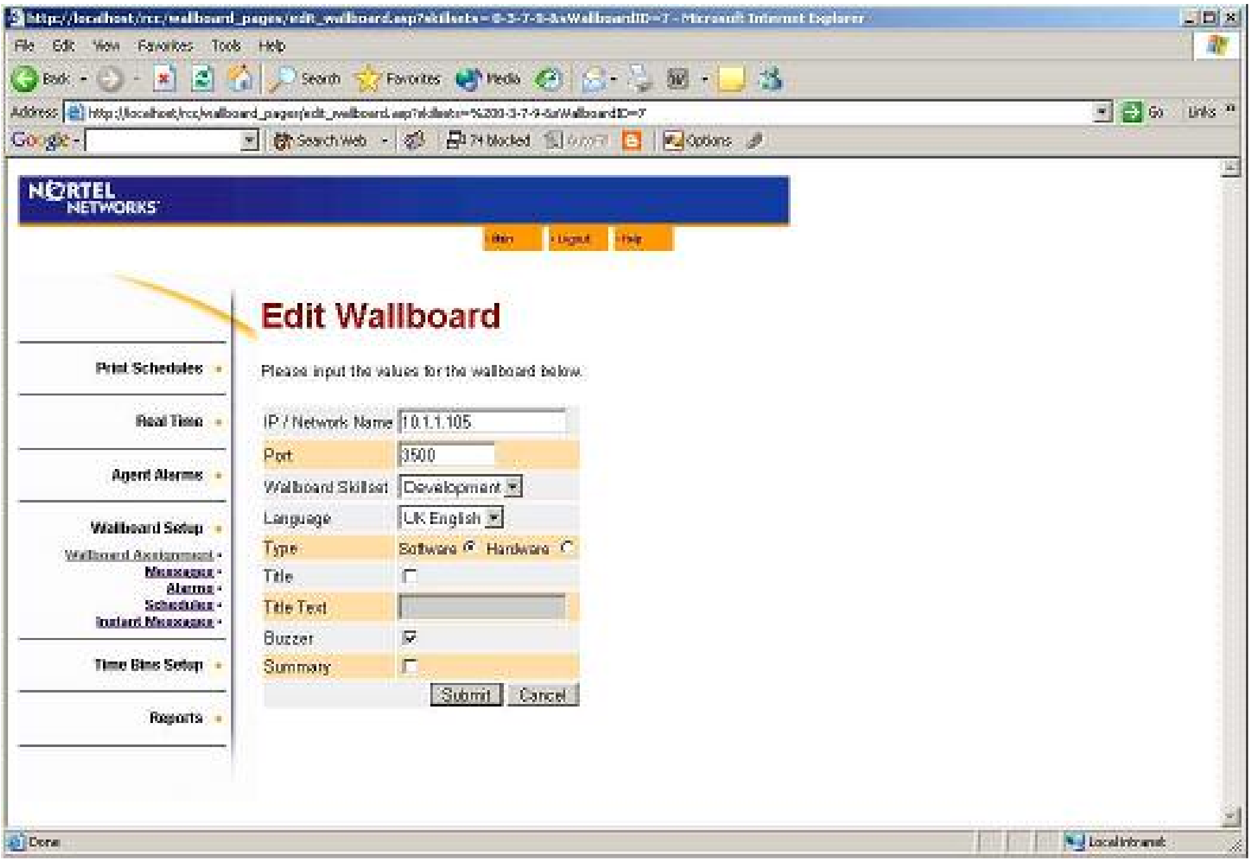


Figure 76 Edit wallboard Page

The Edit Wallboard page operates exactly like the Add Wallboard page, except the data fields are already populated with the values of the wallboard you have selected to edit.

To save the changes you have made click the Submit button. You will be returned to the Wallboard Setup page.

To leave the Add Wallboard page without saving any changes you might have made, click on the Cancel button. You will be returned to the Wallboard Setup page.

Parameters Button

Clicking on the Parameters button presents you with the Edit Parameters page, shown below.

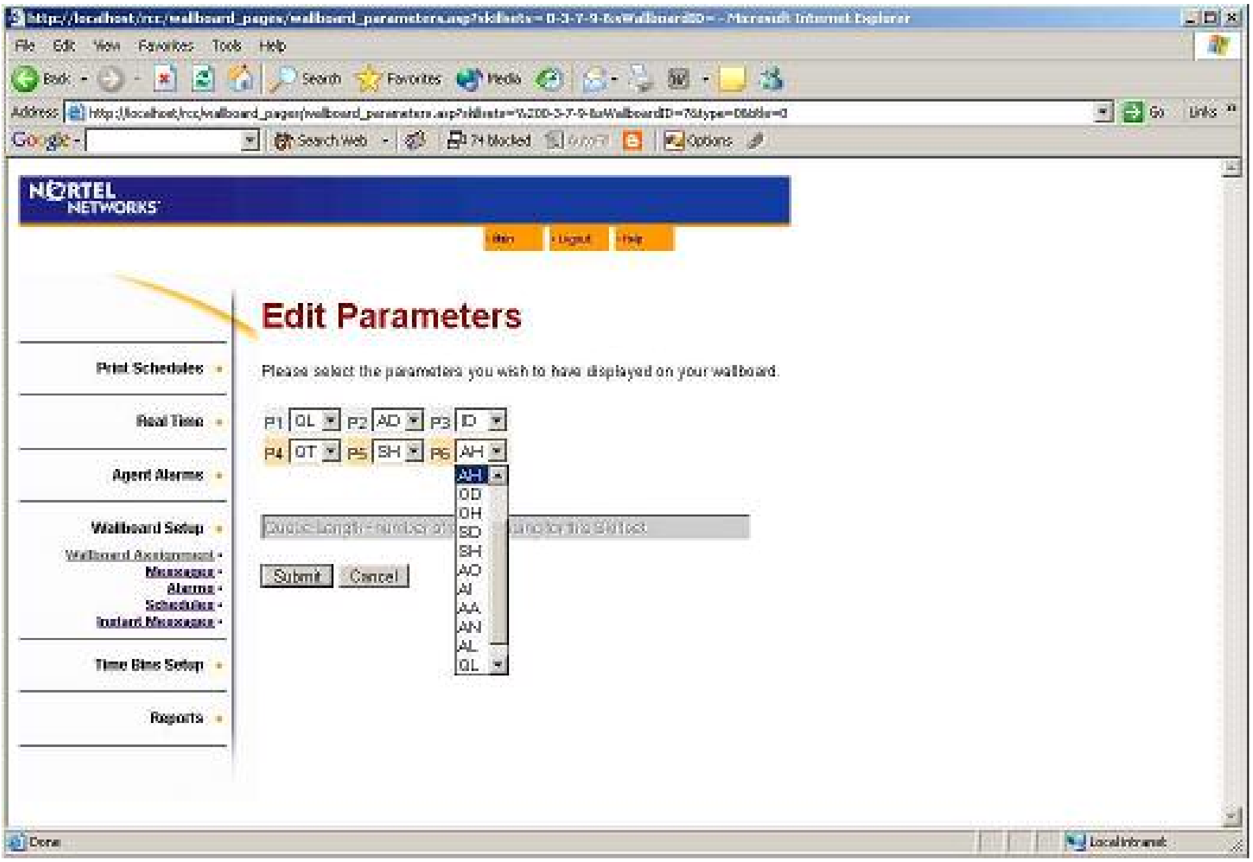


Figure 77 Edit Parameters Page

The Edit Parameters page allows you to specify which 6 (or three, if you have specified that the wallboard is going to have a title, see Page 104) parameters are going to be displayed on the wallboard.

The list of available parameters is shown on Page 98. You select the parameters from the drop down menus.

Note: If the wallboard you are specifying parameters for is a hardware wallboard, some parameters only appear in positions 3 and 6. The drop-down menus for positions 1, 2, 4 and 5 will not feature those parameters. This is because those parameters that are restricted to positions 3 and 6 are capable of displaying up to 4 digits. Positions 3 and 6 on the hardware wallboard are larger than positions 1, 2, 4 and 5. Any parameter can occupy any position on a software wallboard.

When you have selected your parameters, click on the Submit button. You will be returned to the Wallboard Setup page.

To return to the Wallboard Setup page without saving any changes you might have made, click the Cancel button. You will be asked to confirm that you do not wish to save your changes.

Delete Button

Clicking on the Delete button will remove the wallboard definition from the system entirely, and will remove its listing from the Wallboard Setup page.

You will be asked to confirm the deletion, and you will be returned to the Wallboard Setup page.

Wallboard Messages Page

The Messages option allows you to create and store messages which can be used as Alarm or Scheduled messages.

Selecting the Messages option presents you with the Assigned Messages page, shown below. This page will list all of the messages which have been configured. Any message can be used by any Skillset.

Initially the list of Assigned Messages will be empty (as shown).

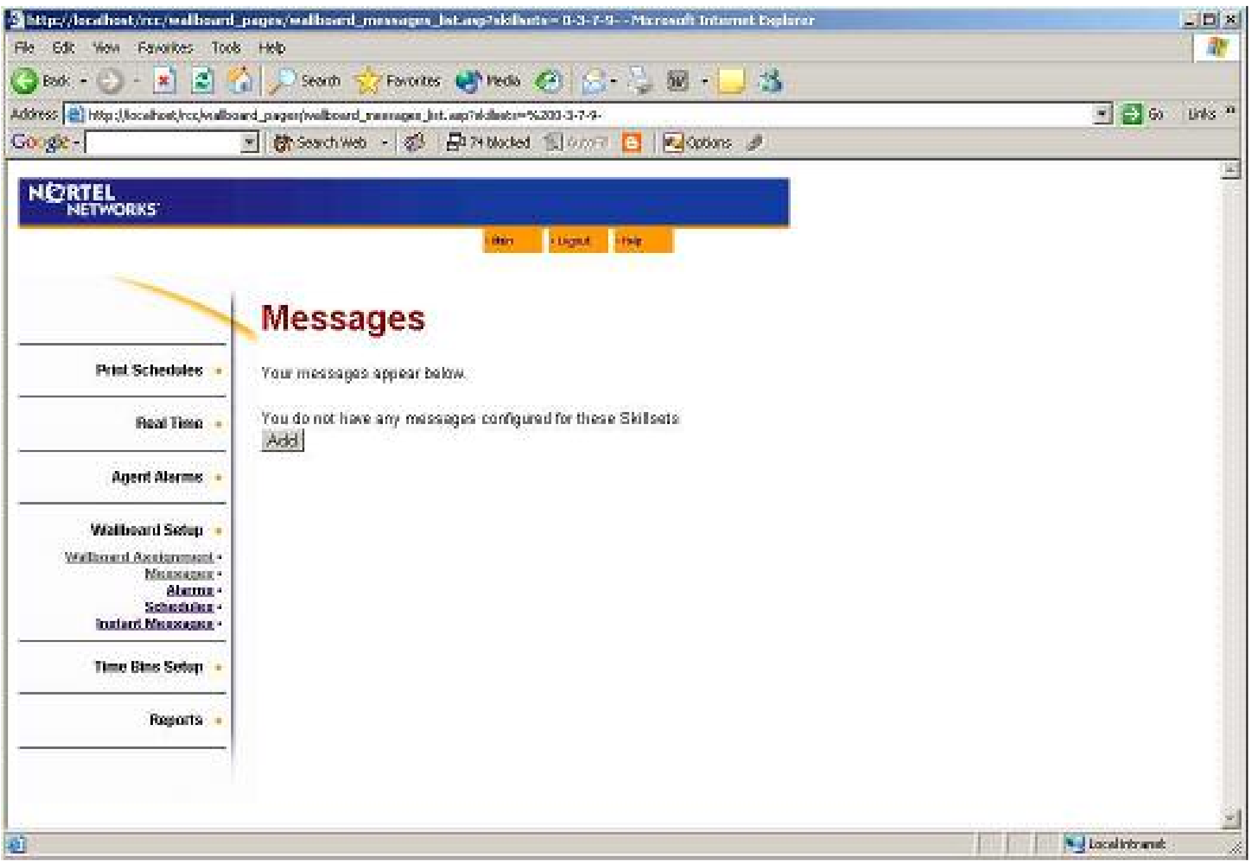


Figure 78 Assigned Messages Page

Clicking on the Add button will present you with the Add Messages page shown below.

You may type your message text into the field.

Note that if you include a parameter abbreviation in round brackets '(' and ')' in the text of the message, that parameter abbreviation will be replaced by the appropriate numerical value of that Call Center statistic when the message is displayed.

See the list of available parameters on Page 98, and the discussion of parameter abbreviations being replaced with numerical values on Page 99.

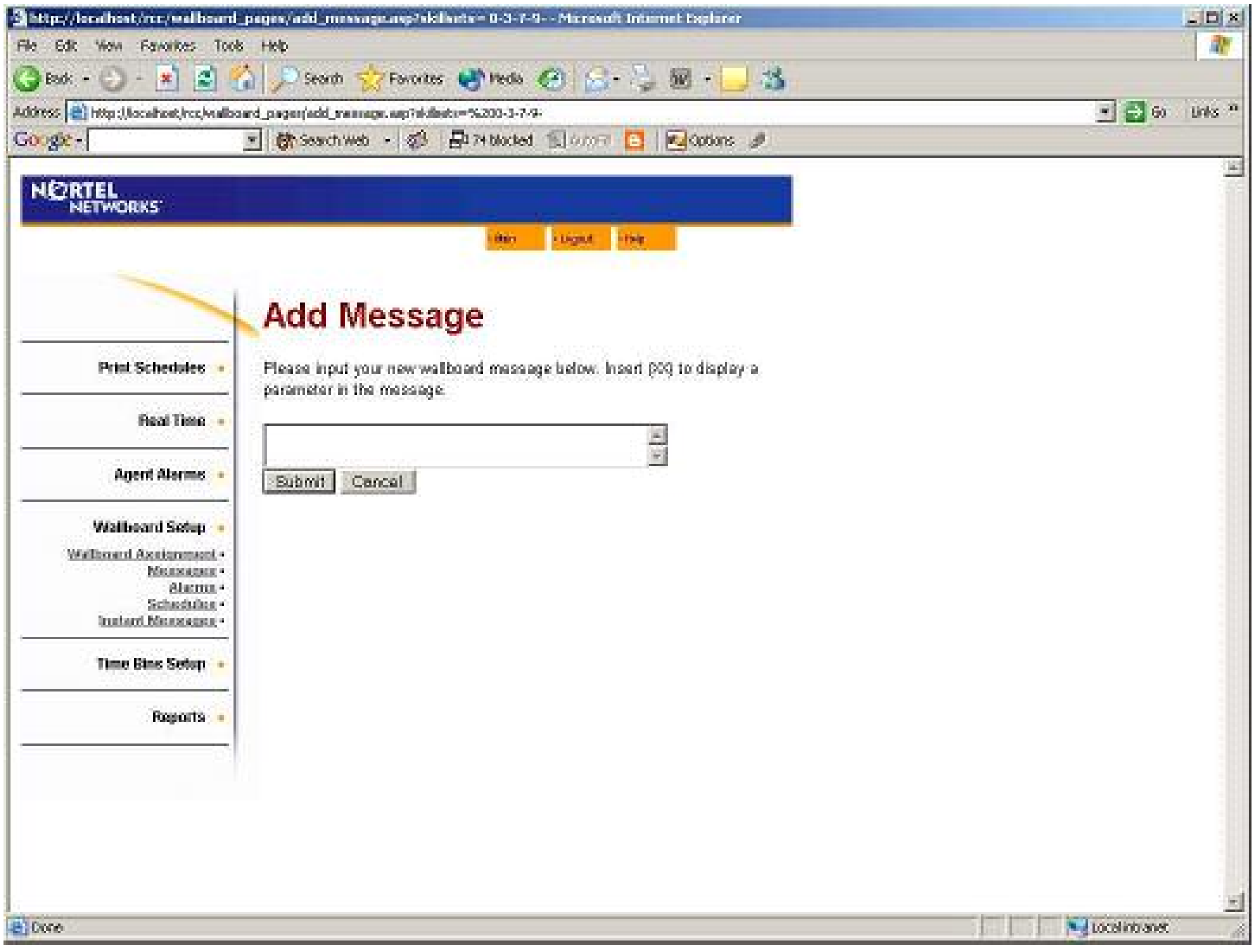


Figure 79 Add Message Page

Our example User Mary Smith has entered the following message in the Add Message text field, shown below:

There are (AN) Agents Not Ready please return to available

The parameter abbreviation AN represents Agents Not Ready. When this message is displayed on the wallboards the current numerical value of AN will be inserted into the message instead of the (AN) symbol.

If there were 6 Agents Not Ready at the time the message was displayed on the wallboard the following text would be displayed:

There are 6 Agents Not Ready please return to available

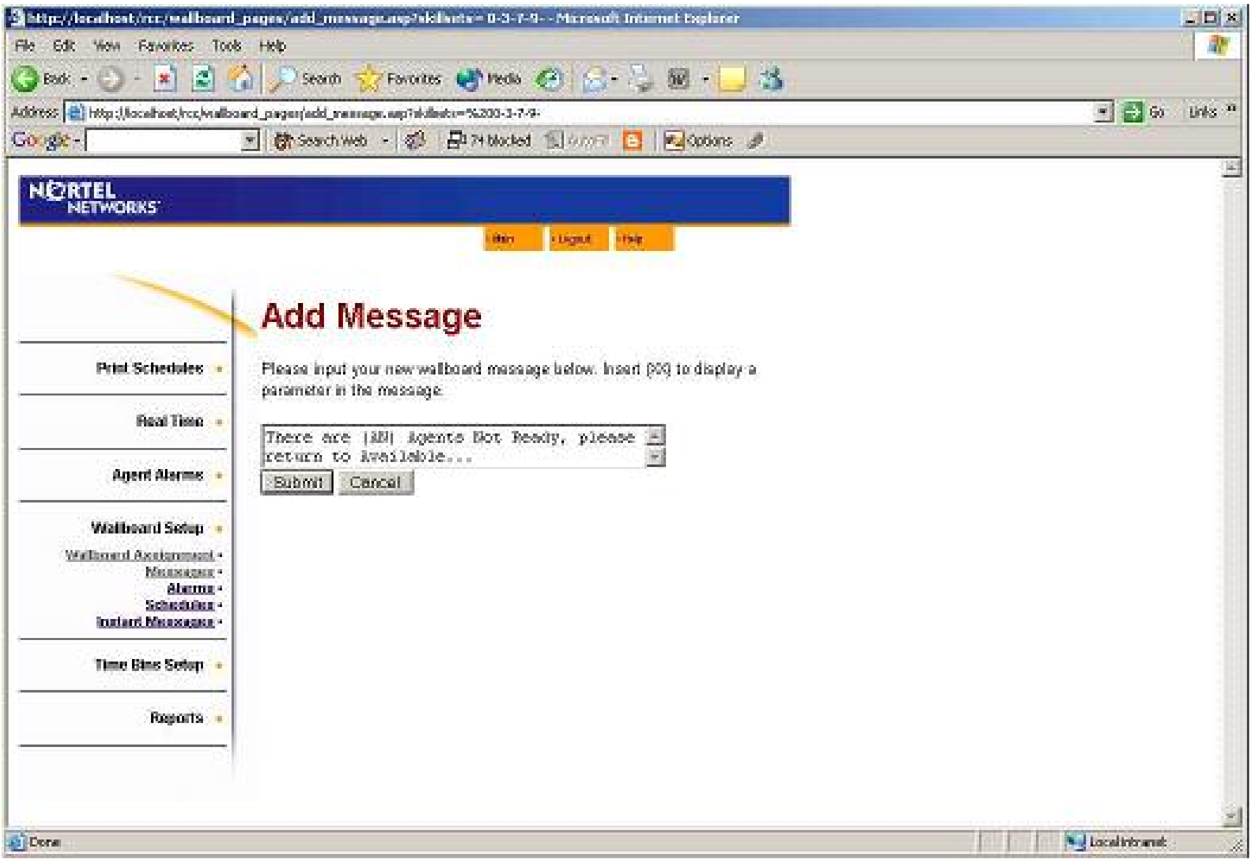


Figure 80 Add Message Page - Example Text

When you have entered the message text you wish to use, click on the Submit button to save it. You will be returned to the Assigned Messages page, shown below.

To leave the Add Messages page without saving any changes you might have made, click the Cancel button. You will then be returned to the Assigned Messages page, shown below.

Our example User Mary Smith clicked on Submit to save her new message. Her Assigned Messages List would now include the message she saved. This is shown below.

Mary Smith has also entered a message which will be used in a schedule. This message does not include any parameter abbreviations, it is purely a text message. This will be use later in a Schedule.

The text of the other message is:

Morning Shift Log out, Afternoon shift Log In

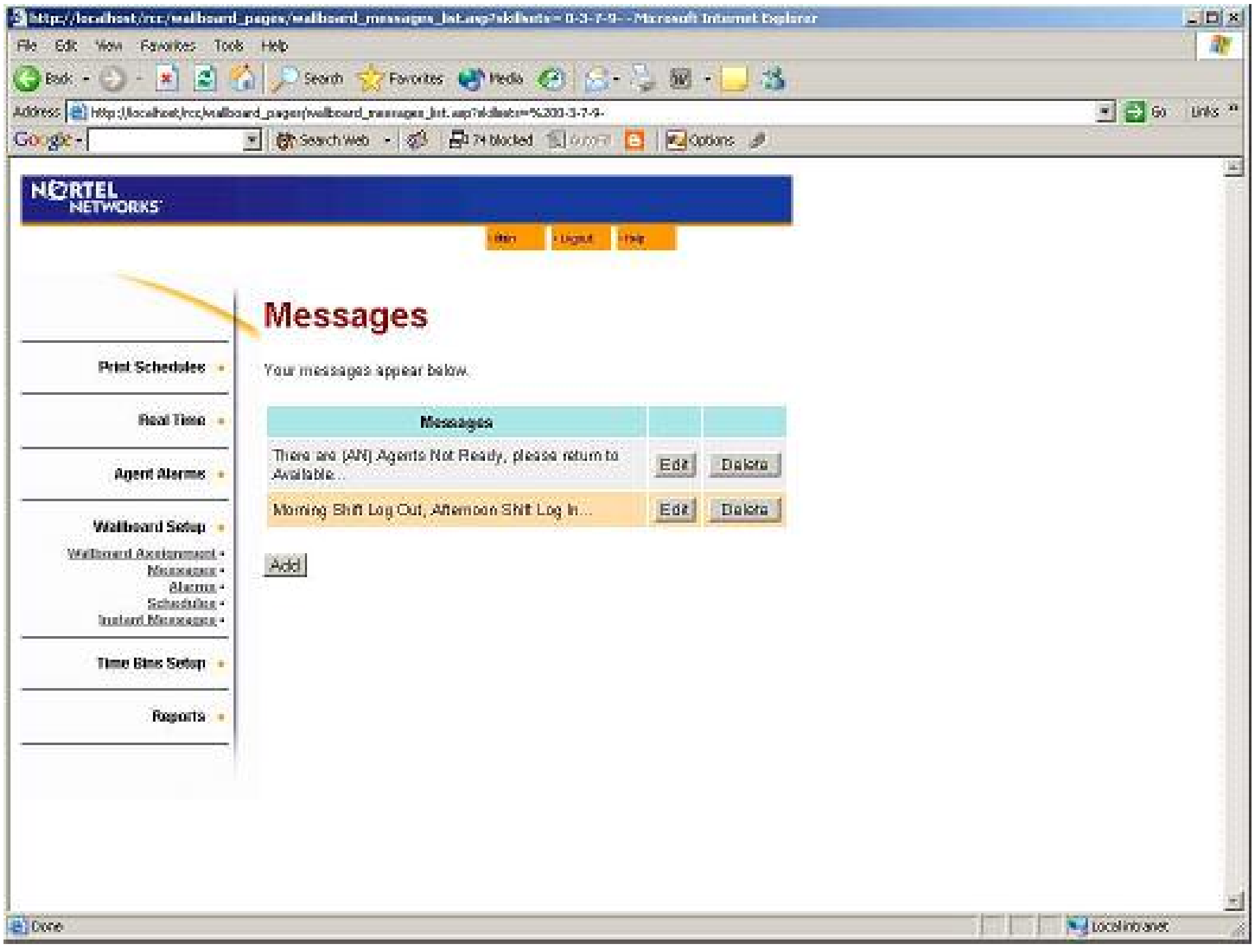


Figure 81 Assigned Messages List - Example Messages

Now that messages have been assigned to these Skillsets, they can be used in Alarms or Schedules.

You can use the Edit button to amend the details of a Message, and you can use the Delete button to remove a message from the list altogether.

Alarms

Selecting the Alarm option presents you with the Assigned Alarms page, shown below.

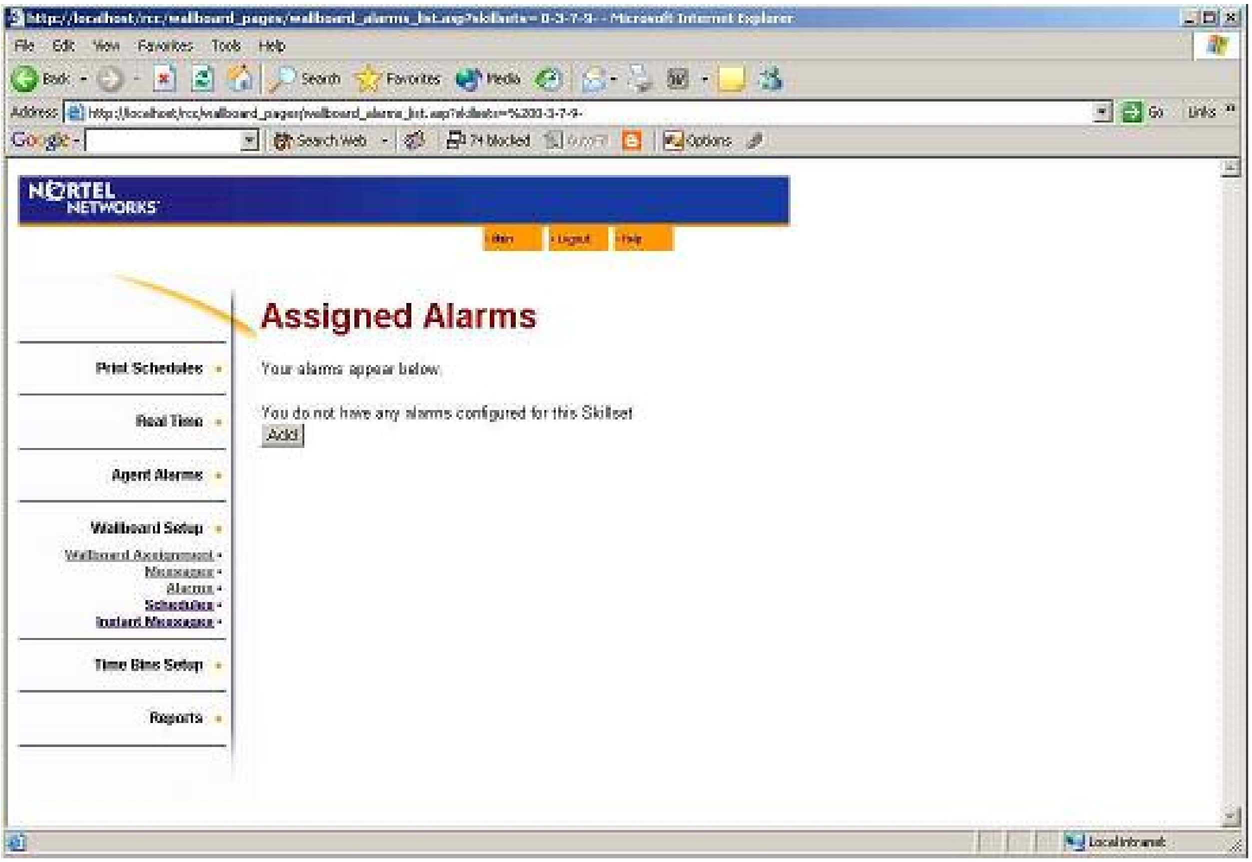


Figure 82 Assigned Alarms Page

The Assigned Alarms list will be empty initially.

To create an Alarm, click on the Add button. You will be presented with the Add Alarm page, shown below.

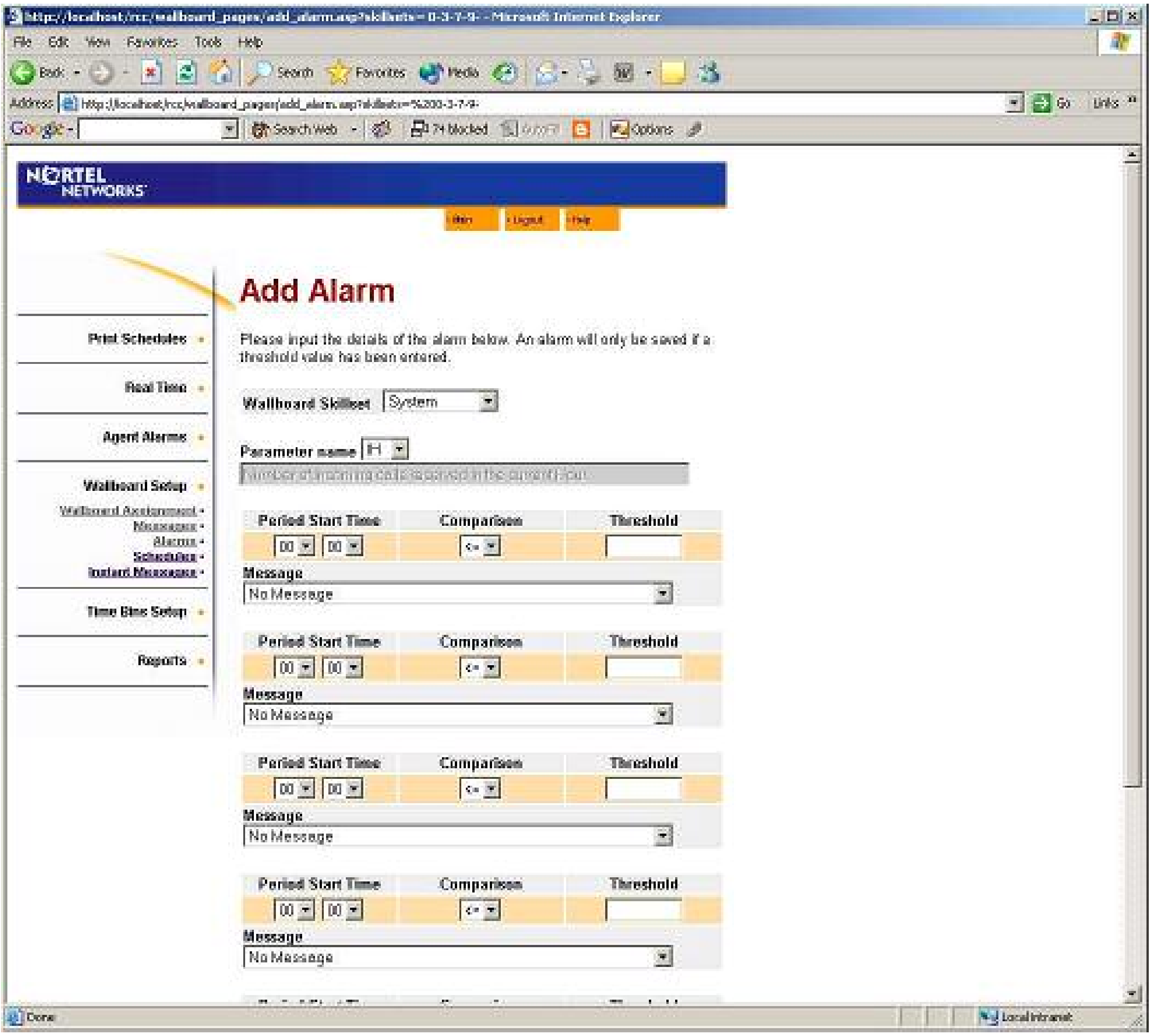


Figure 83 Add Alarm Page

When you assign an Alarm it is specific to a particular Skillset (or the System, if you select the System list item). An *Alarm Message* may be used by many Skillsets, but an *Alarm* is specific to a single Skillset.

The alarm parameter has to be monitored in the Skillset of interest in order to allow Nortel Networks Reporting for Call Center to decide whether the alarm trigger condition has been met.

Note: You may specify the same alarm conditions for different Skillsets, and these different alarms may use the same Alarm message, but they are in fact all separate and distinct alarms, and they have to be created separately.

Note: If you configure an Alarm to be a System Alarm that Alarm will be displayed on all wallboards which have been configured as System wallboards. You may specify the same alarm conditions for different Skillsets, and these different alarms may use the same Alarm message,

but they are in fact all separate and distinct alarms, and operate independently from one another, with no interaction what so ever.

This page allows you to specify the parameter which the alarm is to be triggered by (see the list of available parameters on Page 98).

The alarm message will be sent to the wallboards when the alarm has been triggered. You specify the conditions which will trigger the Alarm by providing a threshold against which the parameter value is compared.

You must also specify the type of comparison that Nortel Networks Reporting for Call Center makes when deciding whether the alarm has been triggered or not.

The threshold is specified as a figure. Nortel Networks Reporting for Call Center automatically understands whether the figure you supply represents:

- Agents (for parameters such as AN and AO)
- Calls (for parameters such as ID and OD)
- Seconds (for parameters such as QT)
- Percentages (for parameters such as SD)

The Comparison is specified by selecting from a drop down menu one of the following:

<= Less than or equals to. This type of comparison is used when you wish to monitor a parameter against some lower limit. That is, you wish to be informed if the parameter value ever drops to or decreases below the Threshold you supply. For example if you wish an alarm to be triggered if the Grade of Service for the Current Hour (SH) falls below 50, you would use SH <= 50.

= Equals. This type of comparison is used when you wish to monitor a parameter against an exact figure. That is, you wish to be informed if the parameter value ever exactly matches a figure, perhaps a target. Note that in this type of comparison, if the parameter value is higher than the threshold the alarm condition is not triggered. The parameter must exactly match the threshold in order to trigger the alarm. For example, you may wish to have a congratulatory message be sent to the wallboards if you exceed your highest number of incoming calls for the day. If your highest number of incoming calls for the day was 1200, you could set an Alarm for the parameter ID. However, if you use >= the Alarm would be triggered for each and every call from 1200 onwards. Instead, you would use the format ID = 1201. This means that the alarm message will be sent *only* when the number of incoming calls in the day equals 1201 (one higher than your previous highest total). This avoids the message being repeatedly sent as calls continue to come in and the ID figure rise. (At the end of that day you would then take a note of your n highest ID figure, and Edit the Alarm to reflect your new record Incoming Calls in the Day total.)

>= Greater than or equals to. This type of comparison is used when you wish to monitor a parameter against some upper limit. That is, you wish to be informed if the parameter value ever meets the Threshold you supply. For example, if you wish an alarm to be triggered if the number of Agents who have made themselves Not Ready rises above 4, you would use AN >= 4.

To finalise the specifications for the Alarm, you must indicate which message you wish to have sent when the alarm is triggered. The available messages are displayed in a drop down menu.

Note: There is also a type of Alarm that does not have an alarm message. This is known as a Static Alarm. In the case of a Static Alarm the parameter value is displayed in flashing red on the wallboard. For this type of Alarm to be effective the parameter must be one of the parameters you have chosen to have displayed on your wallboard (see the section ‘Parameters Button’ on Page 106). To specify a Static Alarm, select the No Message option from the Message drop-down menu.

Alarm Periods

It is possible to specify different Alarm conditions for a single Alarm for up to 6 Alarm Periods throughout a single day. The Alarm Periods are defined by specifying start times for each period.

Alarm Periods allow you to specify different Thresholds, Comparisons and Messages for different periods of the day, for a single Alarm. An Alarm period will be in operation once its start time has passed and before the start time of the next period has been reached.

Note: If there is only one Alarm Period configured then it will be in operation 24 hours a day.

Our example User Mary Smith has configured the following Alarm with three time periods for one of her Skillsets.

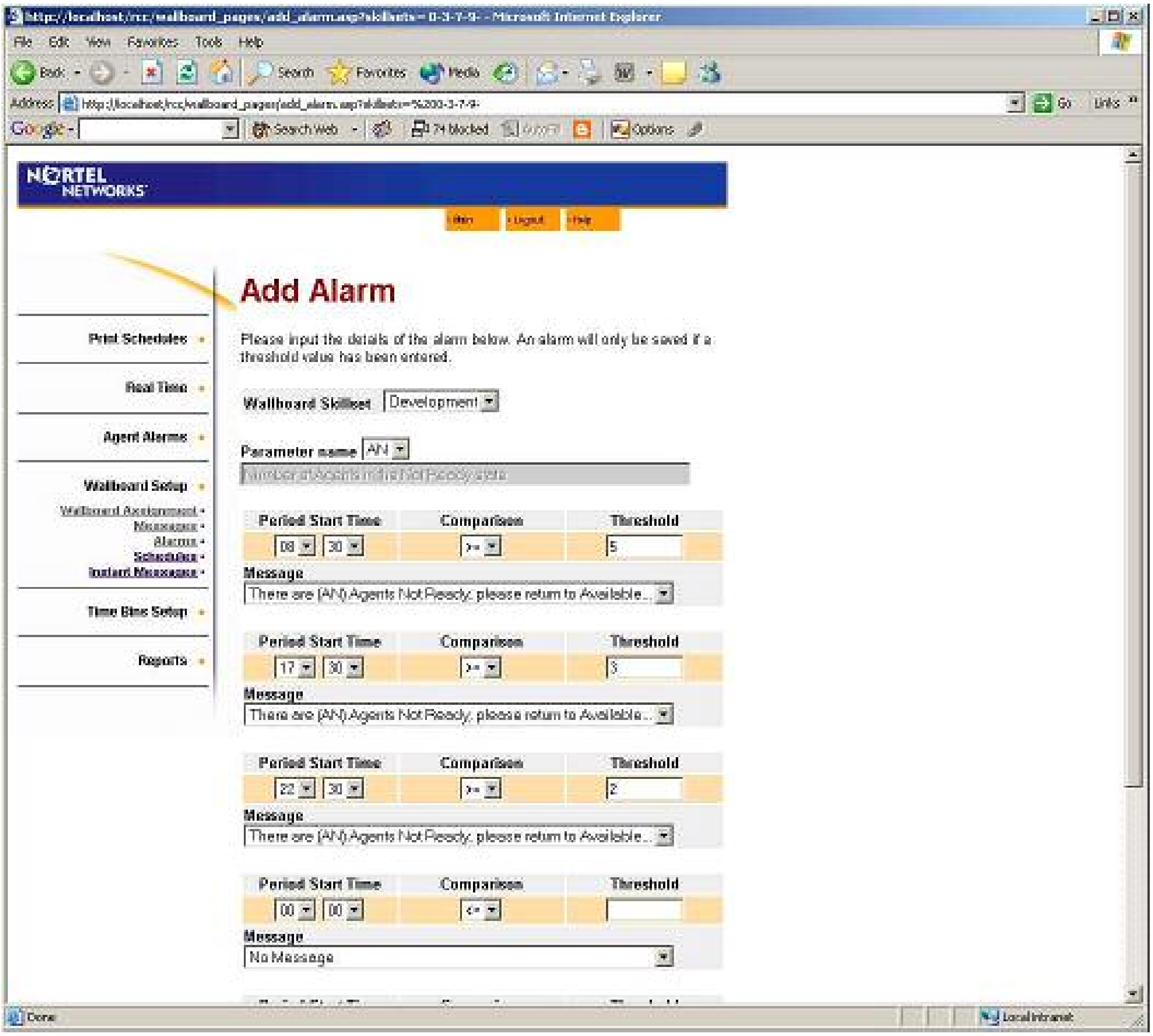


Figure 84 Example Settings for a Multi Alarm Period Alarm

The Alarm that is triggered when the parameter AN (number of Agents Not ready) passes beyond the thresholds.

The Skillset in question operate three shifts of Agents. A Morning Shift, which is supplemented by additional Agents in the afternoon forming the Afternoon Shift, and Night Shift which is manned by a skeleton staff of Agents who man the Call Center throughout the night.

Because the Skillset has a different number of Agents Logged in during the Morning Shift, the Evening Shift and the Late Shift, an Alarm based on Agents Not ready needs to have different thresholds to cater for the different numbers of Agents Logged in at the various periods throughout the 24 hour cycle.

Alarm Period One

The first Alarm Period commences at 08:30 in the morning, The comparison is >= so the Alarm will be triggered when the AN parameter meets or exceeds the threshold. The threshold is 5. This means that whenever the AN parameter reaches 5 or above the selected message is sent to the wallboards which have been assigned to this Skillset.

Alarm Period Two
The second Alarm Period commences at 17:30 in the evening. The comparison is >= so the Alarm will be triggered when the AN parameter meets or exceeds the threshold. The threshold is 3. This means that whenever the AN parameter reaches 3 or above the selected message is sent to the wallboards which have been assigned to this Skillset. Because there are fewer Agents in the Afternoon Shift the threshold has been lowered to 3.

Alarm Period Three
The third Alarm Period commences at 22:30. Note that this Alarm Period will operate until the next Alarm Period starts, which in this example will be Alarm Period One, at 08:30 the following morning. As there is only a skeleton staff on in Mary Smith's Skillset during the Night Shift, the Threshold has been lowered to 2.

In all cases the same Alarm Message is used. Because the (AN) symbol will be replaced by the appropriate value of the AN parameter when the message is displayed (which is when the Alarm is triggered) a single message can be flexible enough to be used in differing situations.

However, if Mary Smith had wanted to she could have used a different message for each Alarm Period, or she could have configured any of the Alarm Periods to use a Static Alarm.

Schedules

Schedules allow you to automatically send a message to the wallboards of a Skillset (or the System) at a pre-defined time on a specified day or range of days.

Selecting the Schedule option presents you with the Assigned Schedules page, shown below.

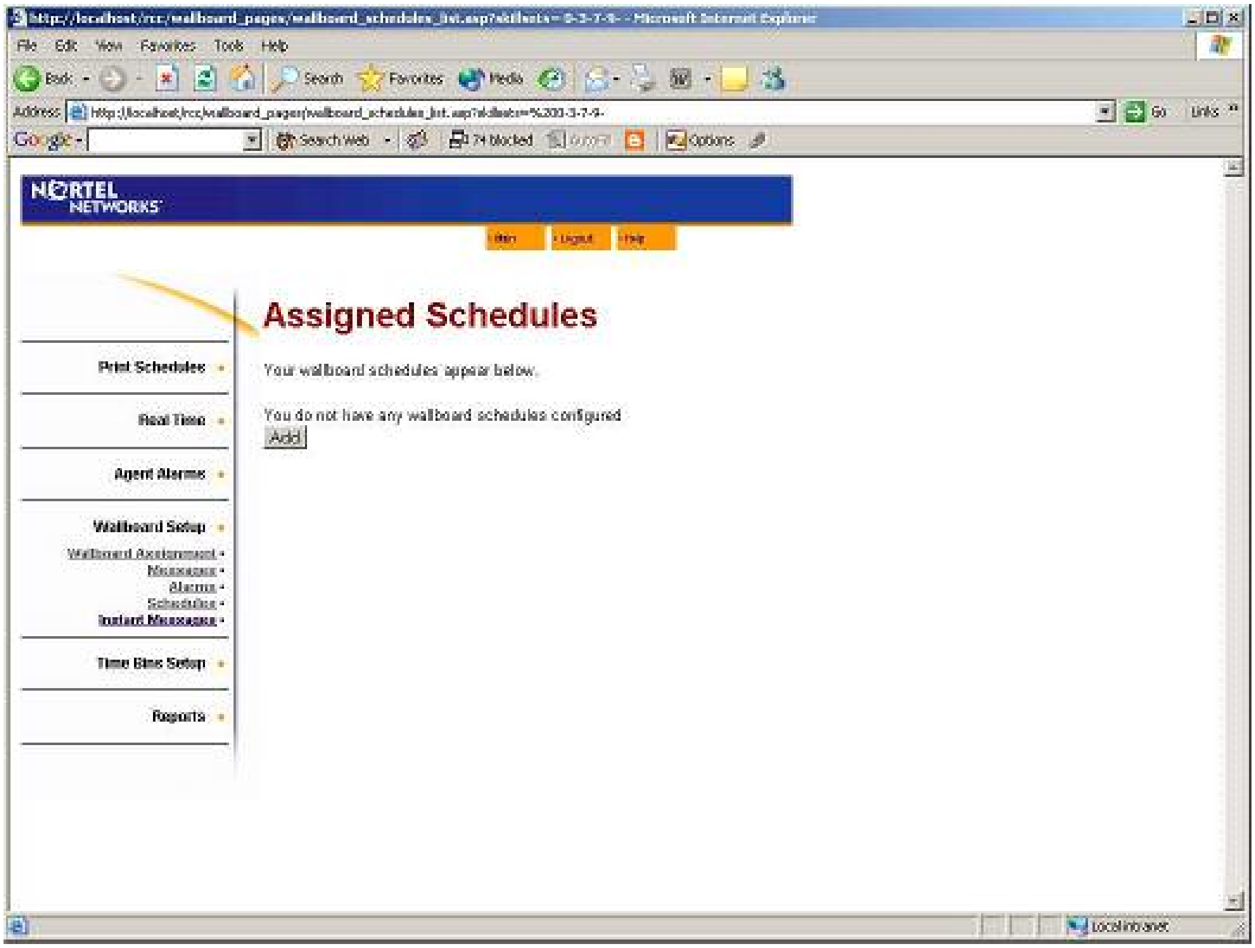


Figure 85 Assigned Schedules Page

The Assigned Schedules page will display a list of the assigned Schedules. Initially this list will be empty.

Click the Add button to create a new Schedule. Clicking the Add button presents you with the Add Schedule page, shown below.

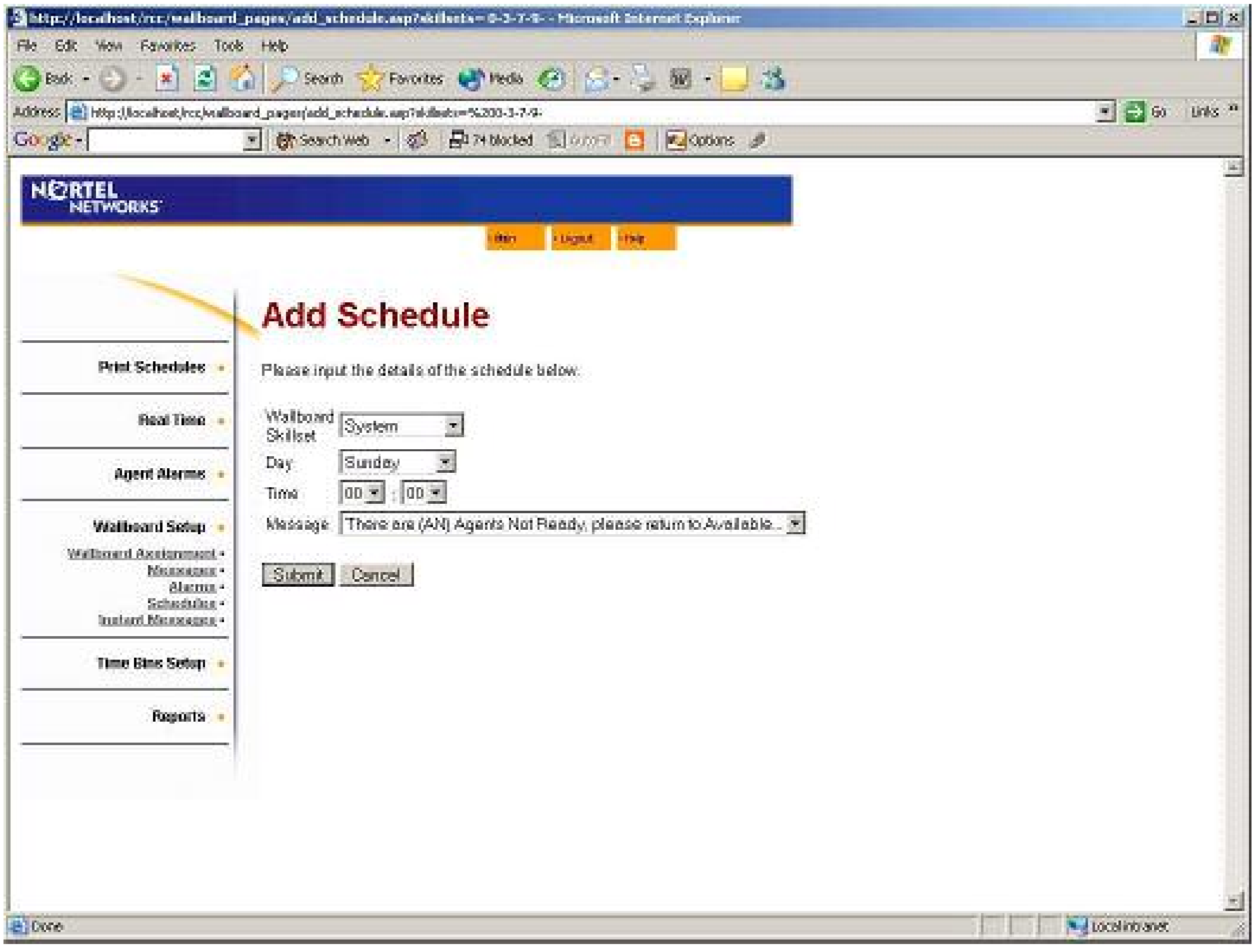


Figure 86 Add Schedule Page

The Add Schedule page allows you to configure the Schedule.

When you assign a Schedule it is specific to a particular Skillset (or the System, if you select the System list item). A *Schedule Message* may be used by many Skillsets, but a *Schedule* is specific to a single Skillset. Select the Skillset you wish to assign the Schedule to from the Wallboard Skillset drop down menu.

Note: If you configure a Schedule to be a System Schedule that Schedule will be displayed on all wallboards which have been configured as System wallboards.

Note: You may specify the same Schedule settings for different Skillsets, and these different Schedules may use the same Schedule message, but they are in fact all separate and distinct Schedules, and they have to be created separately.

You may set a Schedule to operate on a specific week-day, every day from Monday to Friday, every day from Monday to Saturday, or Daily (every day).

Our example User Mary Smith has created a schedule which will operate on each day of the working week, Monday to Friday. The time the Schedule is to be triggered is specified using the 24 hour clock, and the time is set by selecting hours and minutes from the drop down menus.

The message which is to be sent at the specified time on the specified range of days is selected from the drop down message menu which lists the messages which have been assigned to this Skillset.

Mary Smith wants the message:

Morning Shift Log Out, Afternoon Shift Log In

to be sent to the Skillset 3 wallboards at 13:00, each day of her working week, which runs from Monday to Friday. When you have configured the Schedule, click on the Submit button to save it. You will be returned to the Assigned Schedules page, shown below.

To leave the Add Schedules page without saving any changes you might have made, click the Cancel button. You will then be returned to the Assigned Schedules page, shown below.

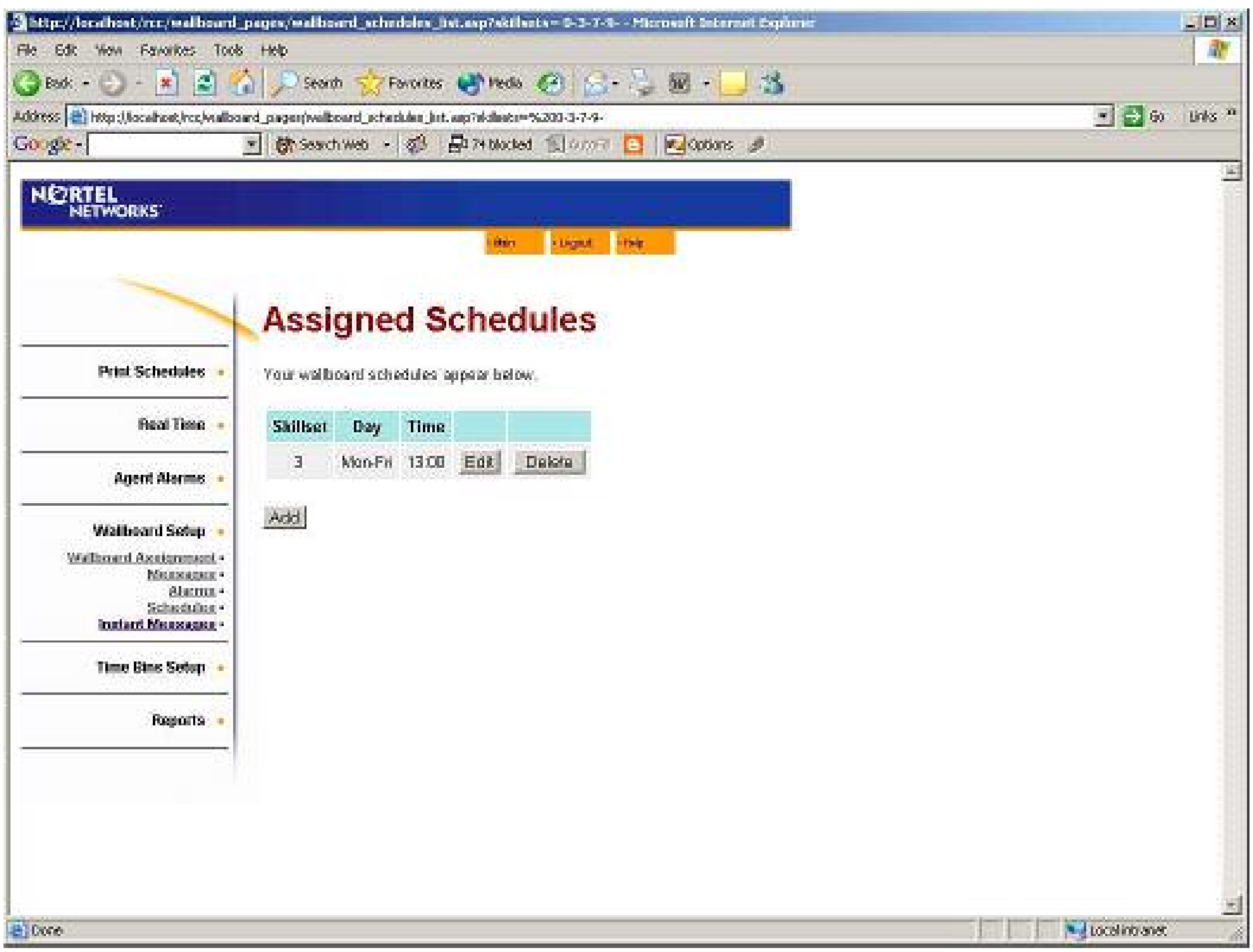


Figure 87 Assigned Schedules Page with Schedule Added

The Assigned Schedules page is shown above with the newly created Schedule displayed.

To change any of the details of a Schedule, use the Edit button.

Clicking on the Edit button presents you with the Edit Schedule page, shown below.

This page operates exactly like the Add Schedule page, except the data entry fields are already populated with the current settings of the Schedule when the page appears.

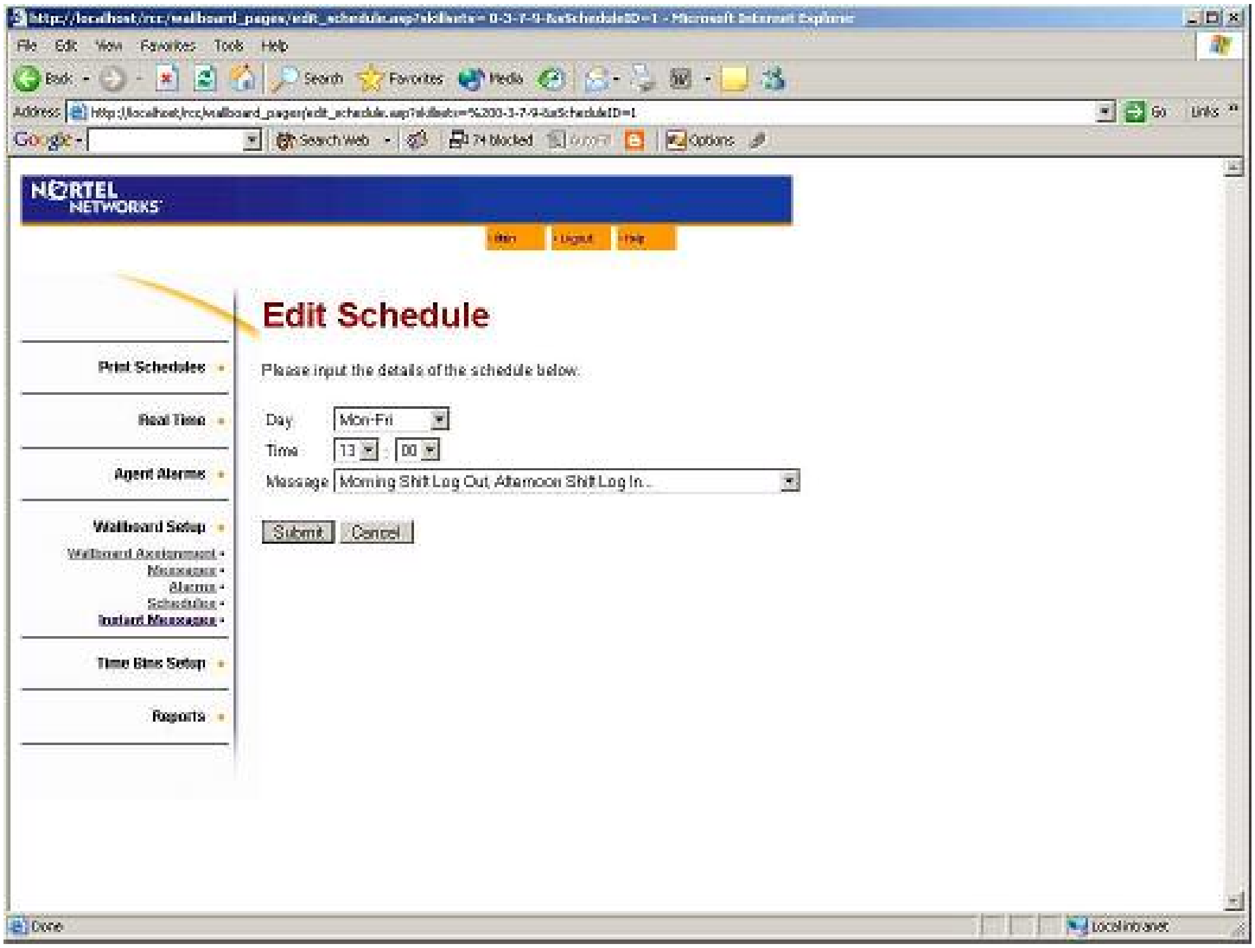


Figure 88 Edit Schedule Page

When you have edited the Schedule, click on the Submit button to save it. You will be returned to the Assigned Schedules page.

To leave the Edit Schedules page without saving any edits you might have made, click the Cancel button. You will then be returned to the Assigned Schedules page.

Instant Messages

Instant messages allow Users to manually select any one of the stored wallboard messages and to dispatch it to the wallboards at will.

Users may also type in any text hand have it sent to the wallboards, for one-off requirements. These messages are dispatched to the wallboards and then discarded, they are not saved. If you wish to save a message, use the Wallboard Message options on Page 108 to add the message to the list of stored messages.

Selecting the Instant Messages option presents you with the Instant Messages page, shown below.

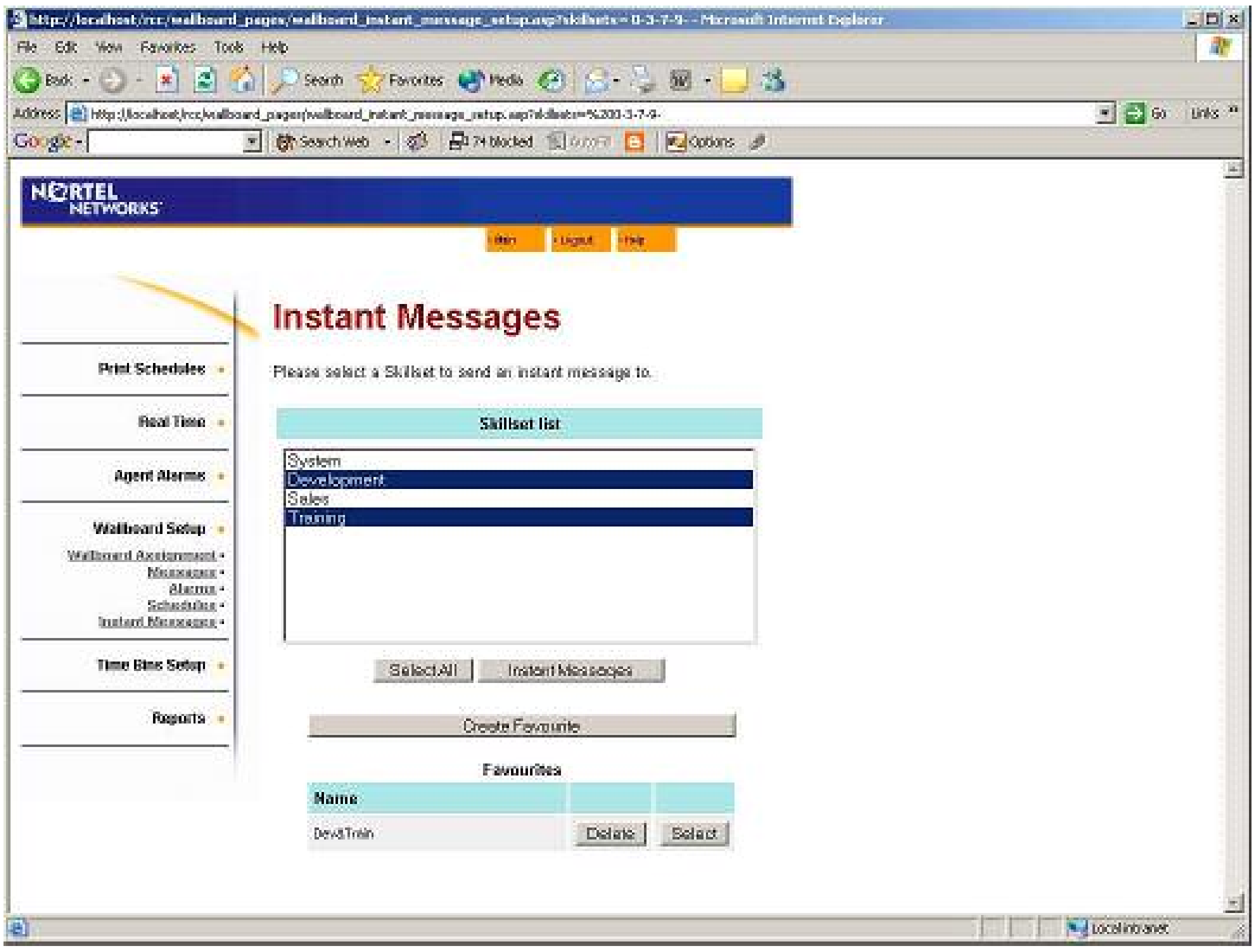


Figure 89 Instant Messages Page

The Instant Messages page allows you to select the Skillsets you wish to dispatch the instant message to, from the list of Skillsets which have been assigned to you by your Administrator.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking the Instant Messages button presents you with the Instant messages page, shown below.

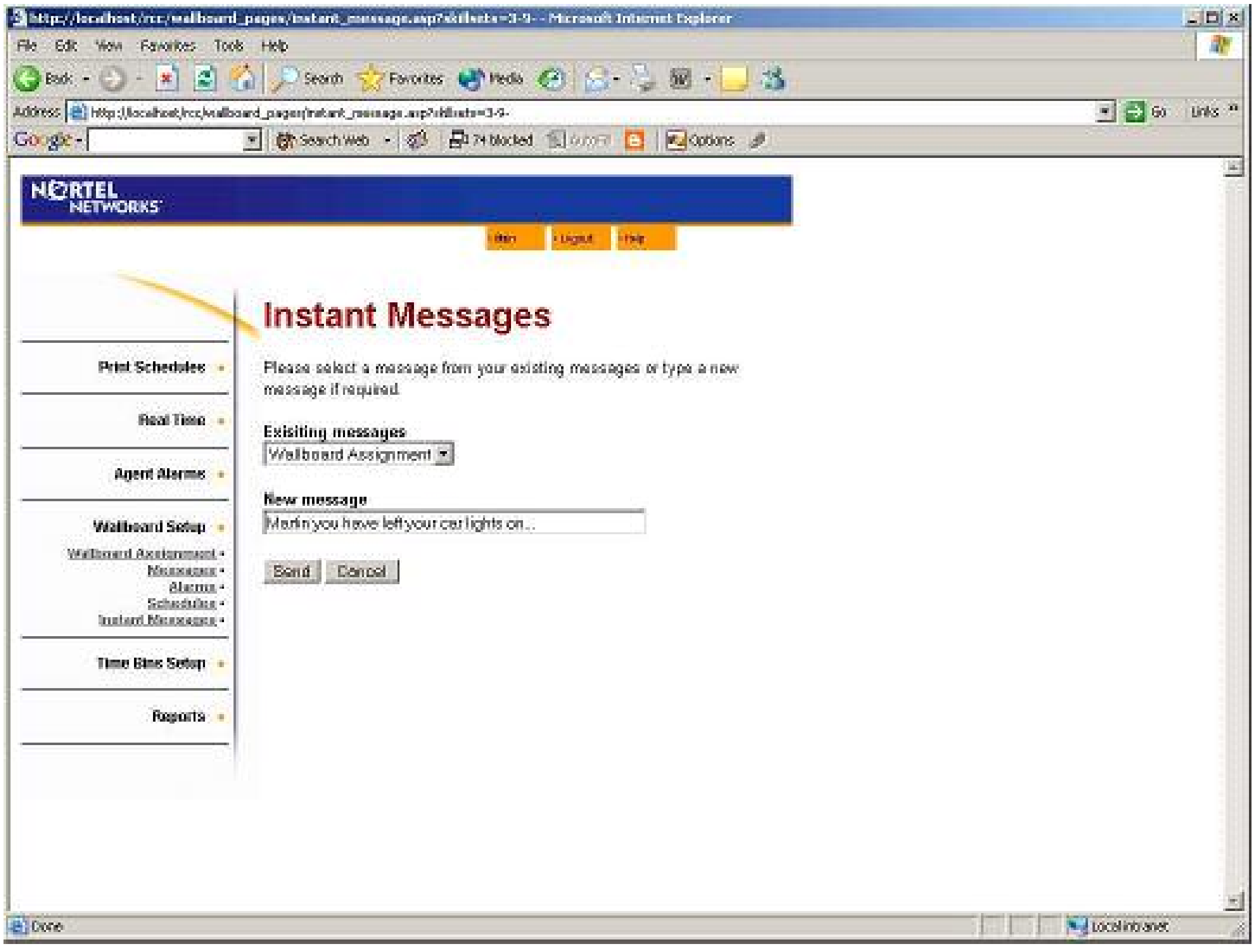


Figure 90 Composing an Instant Message

The Instant Messages page allows the User to select any of the stored messages from the Existing messages drop-down menu.

They may also type any *ad hoc* message in the New message field.

To send the message to the wallboards, click the Send button.

- If there is no text in the New message field, the displayed message in the Existing messages drop down will be sent to the wallboards.
- If there is text in the New message field that text is sent to the wallboards.

In both cases you will be returned to the Instant Messages page.

To return to the Instant Messages page without sending an Instant Message, click on the Cancel button.

Note: As usual, you can include parameter abbreviations in brackets in the text of the New message to have Nortel Networks Reporting for Call Center automatically replace these with the correct numerical value for the parameter when the message is displayed. (See the section on Page 99 which describes parameter substitution.)

Reports 6

Reports Introduction

General

Nortel Networks Reporting for Call Center provides you with a flexible and easy to understand set of reports. The reports contain information on the call traffic in and out of your Call Center, and on the activities of your Call Center Agents.

Report Periods

Reports can be generated for any elapsed period of time. This means that if you want to have a report that contains information from 12:00 mid-day Tuesday to 16:15 Thursday afternoon, you can easily obtain it. There are no pre-defined limitations on the period of time a report can include.

Skillset Selection

Many reports allow the User to choose to report on any combination of the Skillsets they have been assigned.

They can report on a single Skillset, a combination of their assigned Skillsets or all of their assigned Skillsets.

But note that some reports might not operate in the way initially expected. For example, if you request an Agent Profile report for Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents, and the report will include all of the activity of those Agents, irrespective of the Skillset of the call they handled.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to see a full picture of their activity.

Voice and Multimedia Calls

Nortel Networks Reporting for Call Center reports on both ‘normal’ voice calls and calls conducted through the use of Nortel Networks Multimedia Call Center.

Direct and Indirect Calls

From the point of view of any given Skillset, Direct Calls are calls that were presented directly to that Skillset. That is, the incoming caller was handled by the Call Routing and was presented by the Call Routing directly to the Skillset in question. Indirect Calls arrived in the Skillset in some other way, such as overflowing from another Skillset or being manually transferred to the Skillset queue by an Agent from another Skillset.

That is, any way a Call can arrive into a Skillset other than being a regular Call Center Call presented Directly to the Skillset (as described above) is counted as an Indirect Call. Whether the call overflowed to the Skillset in question, or was moved to this Skillset by the Move to Queue Call Routing step, or whether it was manually transferred to the Skillset Control Dn, it is counted as an Indirect Call.

The total of the Direct calls is the number of calls that rang into the Skillset (how many callers they had).

The total of the Indirect calls is the number of calls the Skillset handled that were originally in the system elsewhere, before they found their way to this Skillset.

Calls and Call Transactions

Calls that are handled within your Call Center are sometimes passed amongst the Skillsets by Agent activities such as transferring a call to the Control Dn of another Skillset or by transferring a call directly to the Agent of another Skillset.

This gives rise to separate phases of the call. The portion handled by the first Agent and the subsequent handling by other Agents or other components of your Call Center (such as voice mail) are each counted as a separate phase of the call.

Because a call can be transferred back and forth between Skillsets and Agents, a call may therefore have any number of these handling phases. Each of these phases is called a transaction. When two or more Agents handle a single call the various portions of the call are called Call Transactions.

Tracking the separate transactions of a Call in this way allows a more accurate and readily understood representation of the activity within your Call Center.

Call Transactions and the Direct and Indirect Calls

If an incoming Call Center call is handled within a single transaction, that transaction will also be either a Direct Call or an Indirect Call, and the Direct and Indirect columns of the reports will reflect this.

However, if an incoming Call Center call is handled by a series of transactions, the second and other following transactions will not affect the Direct Call and Indirect Call columns, because these other transactions are not new Incoming Calls presented to the Skillset. This prevents the transferred portions of the calls skewing such statistics as the number of incoming calls presented to the Skillset, or the Average Waiting time, for example.

However, if one of the secondary transactions was a transfer of the call to the Control Dn of a Skillset, that call will appear as a new incoming call in that Skillset in the Indirect column, as this is a queued call that has to be presented to an Agent and answered.

In-Progress Calls

In-progress calls are not included in the reports. The reports will only display information on calls that have been completed by the time the report has been requested.

Report Headers

Each report will show a header of information which will contain:

- The Company Name (from the Company Details Page, see page 45)
- The Report Title
- The Period the report covers (start time and date and an end time and date)
- The time and date when the report was created
- The time and date when the report data was obtained from the Call Center
- The Skillsets included in the report

Company Name	Happy Daze Drug Store
Report Title	Answered Calls Report
Report Period	30 Nov 2003 00:00:00 to 30 Nov 2003 23:59:00
Report Created	30 Nov 2003 15:34:49
Data Timestamp	25 Nov 2003 10:24:53
Skillsets	1, 3, 4

Figure 91 Example Report Header

Report Viewer Toolbar

When reports have been generated on screen, they are displayed within the report viewer window.

The report viewer has a toolbar, shown below. The toolbar allows you to:

- Print the report
- Export the report
- Specify the magnification of the report on screen
- Navigate through the report if there are more than one page in the report

Figure 92 Report Viewer Toolbar

Note: The Preview Tab is a label informing you that you are viewing a print preview of the report. It is not a button. Clicking on it will have no action. It is purely descriptive.

Printing a Report

Clicking on the printer icon opens the printer window, shown below.

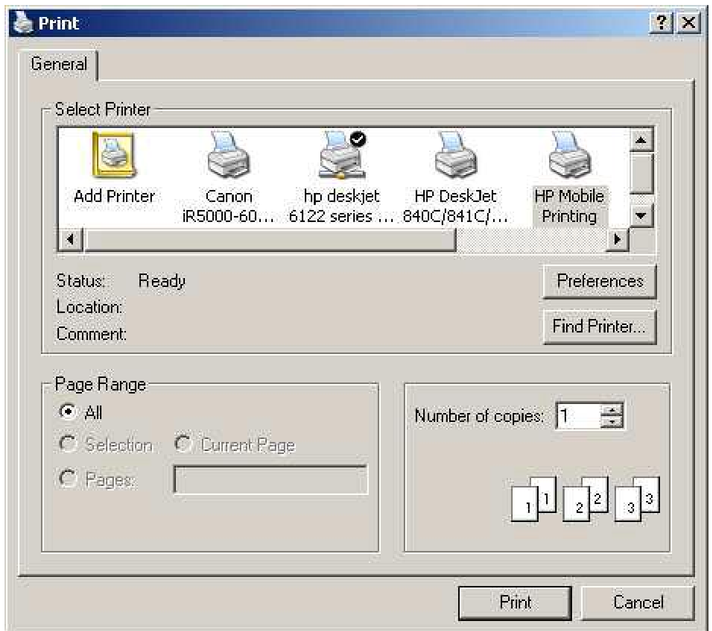


Figure 93 Report Printer Selection Window

This window allows you to select a printer from the list of available printers. This is the printer the report will be generated on.

You may specify the number of copies you wish to have printed, and if the report contains several pages you can choose to print the whole report, the page you are currently viewing or a selection of pages.

The Preferences button allows you to specify settings such as paper orientation and size.

To make sure your printed report correctly fits the paper you are using, you must ensure that you have selected the correct paper size and that you have set the magnification of the report to Page Width (see Page 130).

Exporting A Report

Clicking on the export report icon opens the export report window, shown below.

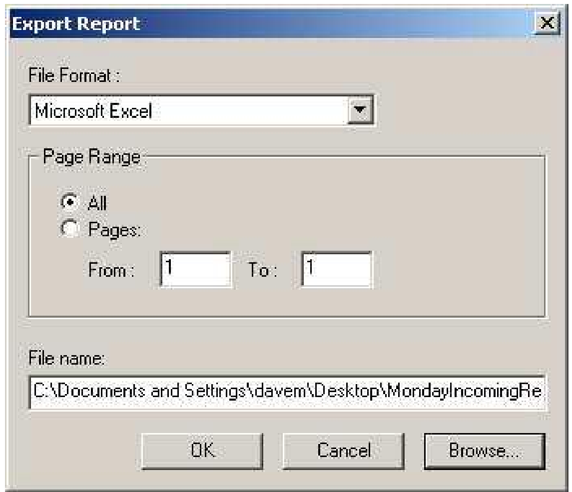


Figure 94 Export Report Window

File Format

Select the desired format from the File Format: drop down menu.

The available formats are:

Export Format Name	**Extension**	**Required Viewer**
Crystal Reports native format	.rpt	Crystal Reports
Microsoft Excel	.xls	Microsoft Excel or Microsoft Excel Viewer
Microsoft Excel (data only)	.xls	Microsoft Excel or Microsoft Excel Viewer (same as ‘Microsoft Excel’ format above, but in a ‘naked’ format without the shading, highlighting and other report formatting)
Microsoft Word	.doc	Microsoft Word or Word Document Viewer
Rich Text Format	.rtf	Any RTF aware editor or file viewer
Adobe Acrobat	.pdf	Adobe Acrobat

Table of Available Report Export Formats

Exported File Name and Location

You must provide a file name for the exported report. You can optionally provide a file path. If you do not specify a path way in the file name, the file is placed on your desktop.

Note: If you do not specify a file extension of the appropriate type, Windows will not know what file format of the exported report, and will not know what application to use to view it. Pick the appropriate extension from the table above.

If you click on the Browse button an explorer style tool allows you to browse to the desired location in which you wish to have the reported exported.

Note: If you use the Browse tool it will automatically provide a file extension of the correct type, unless you have specified your own file extension.

Page Range

You may specify to export the entire report or to export a range of pages. To export the entire report click and highlight the All radio button. To specify a page range, click and highlight the Pages radio button and specifying the start and end page of the section you wish to have exported, in the From and To fields.

Note that the All radio button and From and To fields will be greyed out if there is only a single page in the report.

Exporting the Report

When you have specified the settings you wish to use, such as file name and file format, click on the OK button to export the report. When the report has been exported Nortel Networks Reporting for Call Center will offer to open it to allow you to view it.

Note: If you do not have the appropriate viewer installed on your PC then Nortel Networks Reporting for Call Center will not be able to open it to allow you to view it. You must also have used the appropriate file extension for the selected file format.

Report Magnification

The required report magnification can be chosen from the drop down menu.

Note: To make sure your printed report fits the paper in your printer: you must select Page Width from this menu, and ensure that you have selected the correct paper size in the Report Printer Selection Window (see Page 128).

Note that once you have selected Page Width, the displayed value reflects the actual magnification, it does not display the text ‘Page Width’.

Report Navigation

The Arrow head icons and the page field can be used to move forwards or backwards one page, directly to the first or last page or directly to a specific page. Typing a page number into the page field and pressing the Enter key will move you directly to that field. All of the navigation icons will show a tool tip if you position the mouse pointer over them and wait for a moment.

Searching for Text Within A Report

To locate a string or phrase within the report, click on the Search Text icon (the binoculars). This will allow you to enter your search text.

This could be used to look for a specific Agent in a large Agent Activity report, or to locate a particular Calling Line ID in the Abandoned Calling Line ID report, for example.

Using the Reports

Selecting the Reports option presents you with the Report Menu page, show below.

Each of the reports is listed in turn. To obtain a report click on the button labelled with the report you wish to view.

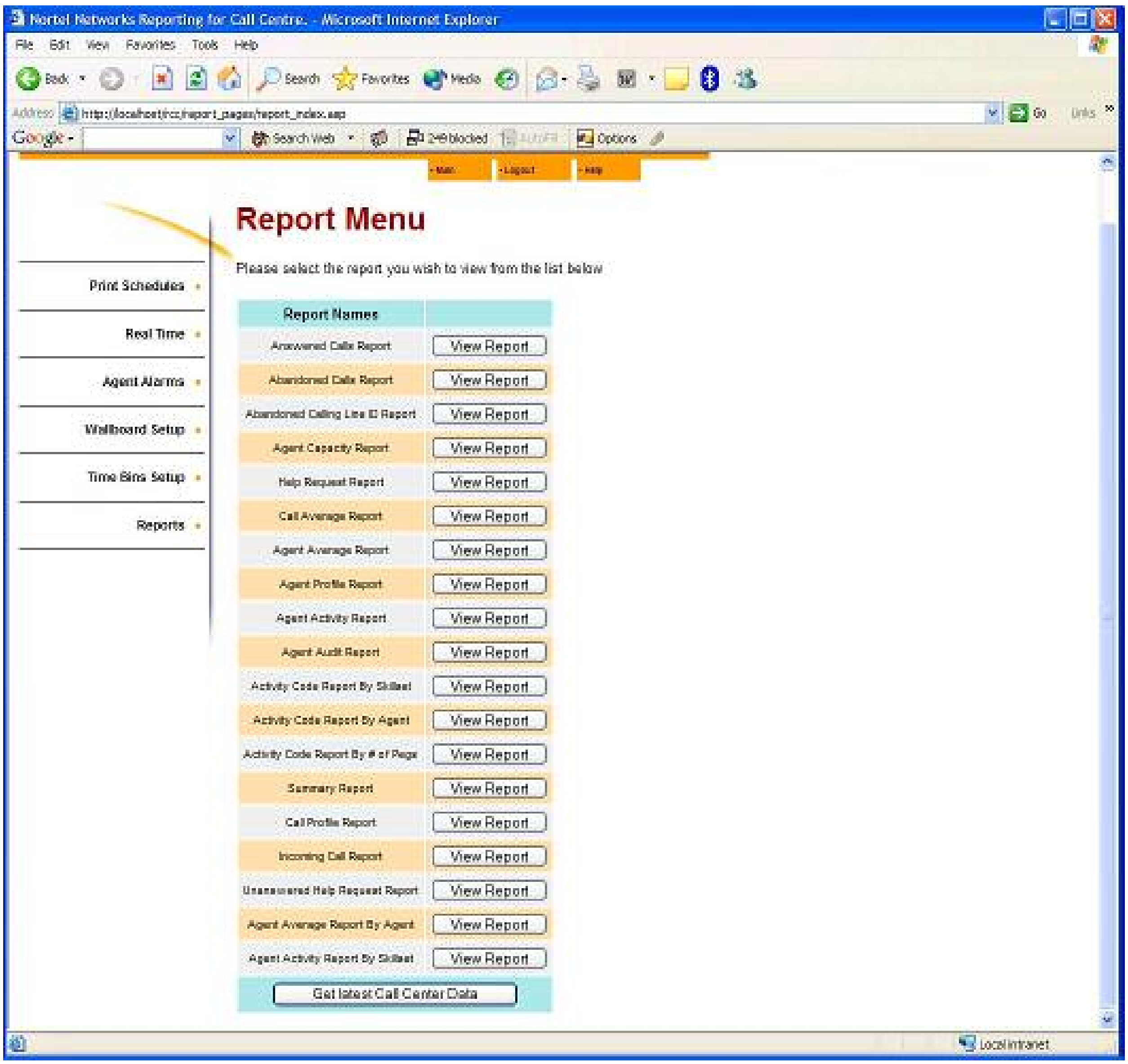


Figure 95 Report Menu Page

Get latest Call Center Data Button

This button causes Nortel Networks Reporting for Call Center to request the most recent report data from the Call Center.

For example, if you have specified that Nortel Networks Reporting for Call Center should poll the Call Center every 30 minutes for report data, by clicking on the Get Latest Call Center Data button you ensure that the most recent data is received from the Call Center before the reports are generated. This means that any Call Center activity which has occurred since the last Report Data update is included in the reports.

When the reports page is first displayed or whenever the button has been clicked the button is disabled and a short countdown shows the seconds left until it can be used again. This prevents repeated, rapid requests being made.

Answered Calls Report

Clicking on the Answered Call Report button presents you with the Answered Calls Report Skillsets page, shown below.

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Answered Calls Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

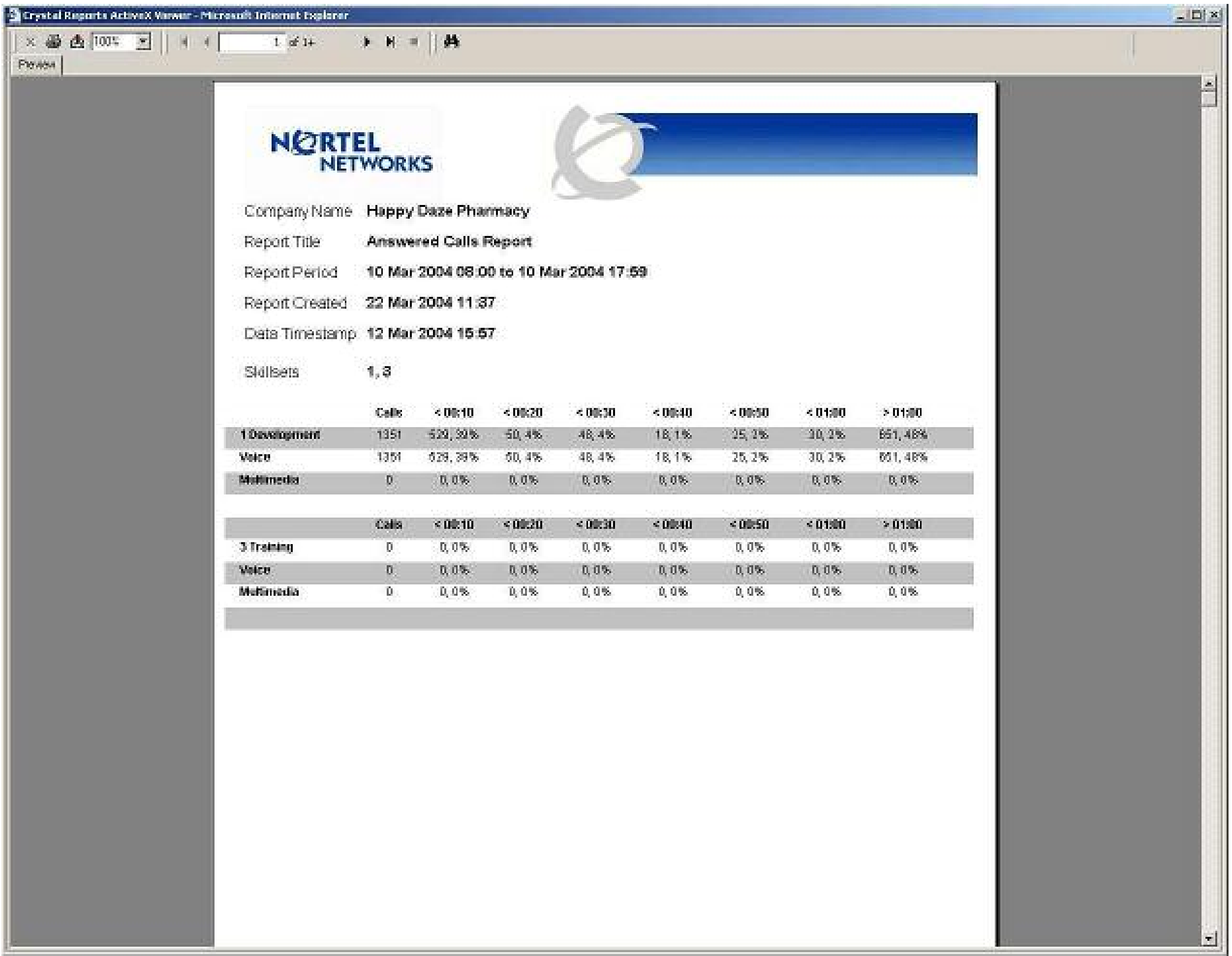
- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Figure 96 Answered Calls Report Skillsets Page

Mary Smith has specified that her report should run from the start of day (00:00) on November 30th, 2003 up to 23:59 on November 30th, 2003, and it should include information from the Development and Training Skillsets.

Clicking on the Submit button generates the report. This is shown below.



Company Name Happy Daze Pharmacy

Report Title Answered Calls Report

Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59

Report Created 22 Mar 2004 11:37

Data Timestamp 12 Mar 2004 15:57

Skillsets 1, 3

	Calls	< 00:10	< 00:20	< 00:30	< 00:40	< 00:50	< 01:00	> 01:00
1 Development	1351	529, 39%	50, 4%	48, 4%	18, 1%	25, 2%	30, 2%	651, 48%
Voice	1351	529, 39%	50, 4%	48, 4%	18, 1%	25, 2%	30, 2%	651, 48%
Multimedia	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

	Calls	< 00:10	< 00:20	< 00:30	< 00:40	< 00:50	< 01:00	> 01:00
3 Training	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%
Voice	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%
Multimedia	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

Figure 97 Answered Calls Report

For each Skillset the total number of calls is displayed, together with a breakdown of the number and percentage of calls that were answered within each of the Answered Time Bins. For a discussion of Time Bins, see page 50.

This reports shows how long those calls that have been answered by your Call Center waited before they were connected to an Agent.

Voice calls and Multimedia calls are listed separately and totalled for each Skillset, and for the report total.

Abandoned Call Report

Clicking on the Abandoned Call Report button presents you with the Abandoned Calls Report Skillsets page, shown below.

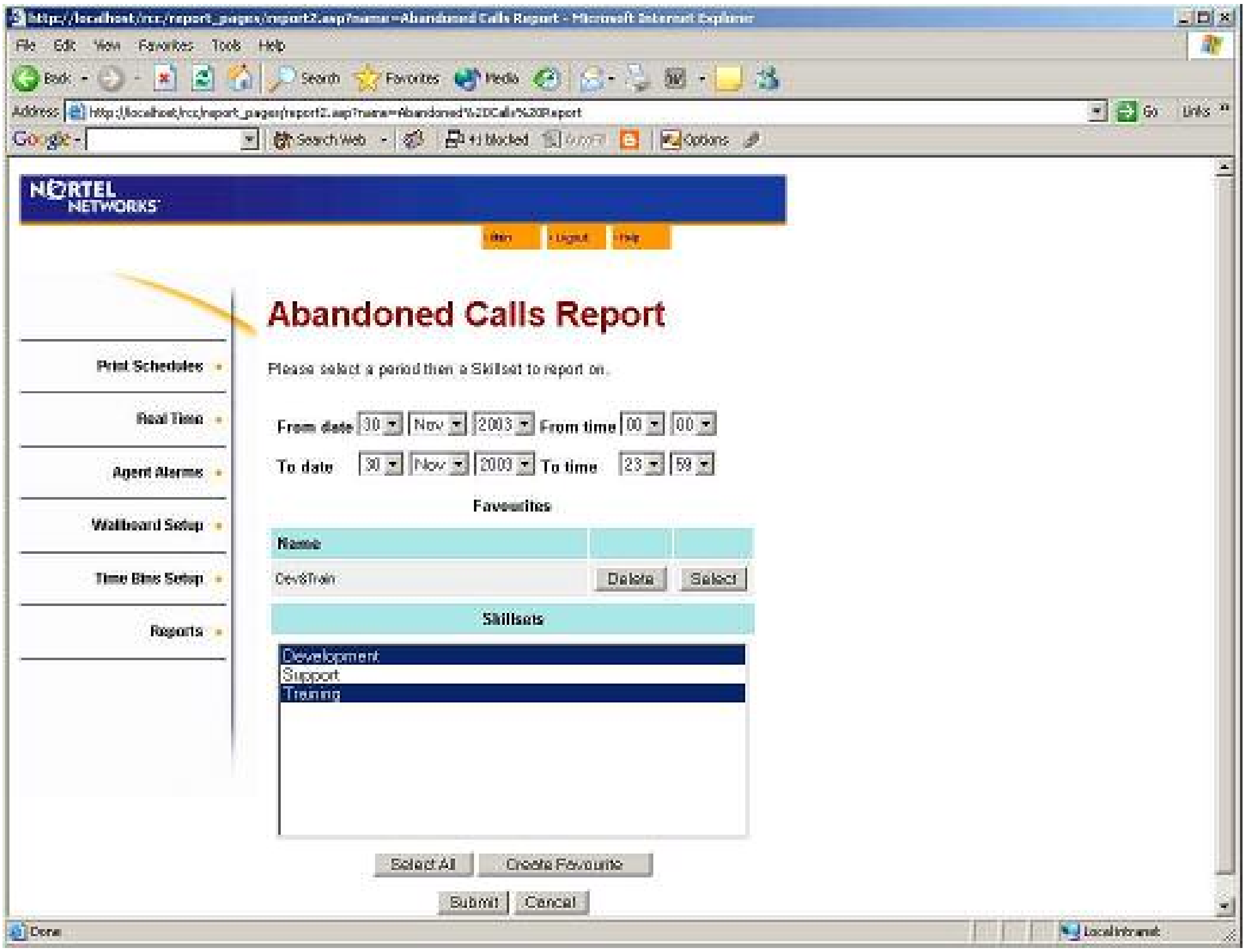


Figure 98 Abandoned Call Report Skillset Page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

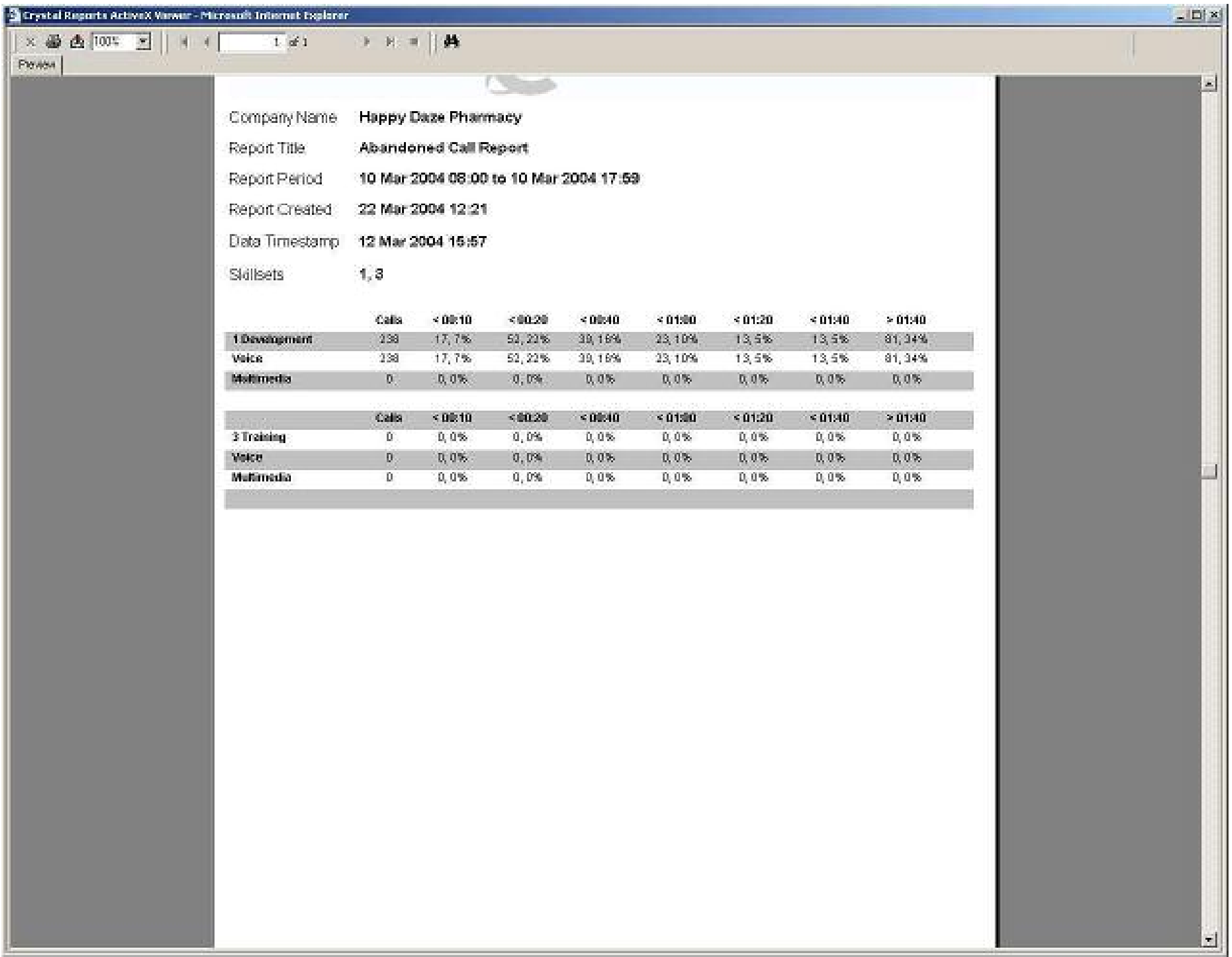
The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.
Drop down menus allow you to choose dates and time values. The Abandoned Calls Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button generates the report. This is shown below.



	Calls	< 00:10	< 00:20	< 00:40	< 01:00	< 01:20	< 01:40	> 01:40
1 Development	238	17, 7%	52, 22%	39, 16%	23, 10%	13, 5%	13, 5%	81, 34%
Voice	238	17, 7%	52, 22%	39, 16%	23, 10%	13, 5%	13, 5%	81, 34%
Multimedia	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

	Calls	< 00:10	< 00:20	< 00:40	< 01:00	< 01:20	< 01:40	> 01:40
3 Training	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%
Voice	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%
Multimedia	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

Figure 99 Abandoned Call Report

For each Skillset the total number of calls is displayed, together with a breakdown of the number and percentage of calls that abandoned within each of the Abandoned Time Bins. For a discussion of Time Bins, see page 50.

This report shows how long those calls abandoned waited before they hung up. An Abandoned call is a call that did not get successfully answered. The incoming caller terminated the call before they were connected to an Agent.

Voice calls and Multimedia calls are listed separately and totalled for each Skillset, and for the report total.

Abandoned Calling Line ID Report

Clicking on the Abandoned Calling Line ID Report button presents you with the Abandoned Calling Line ID Report Skillsets page, shown below.

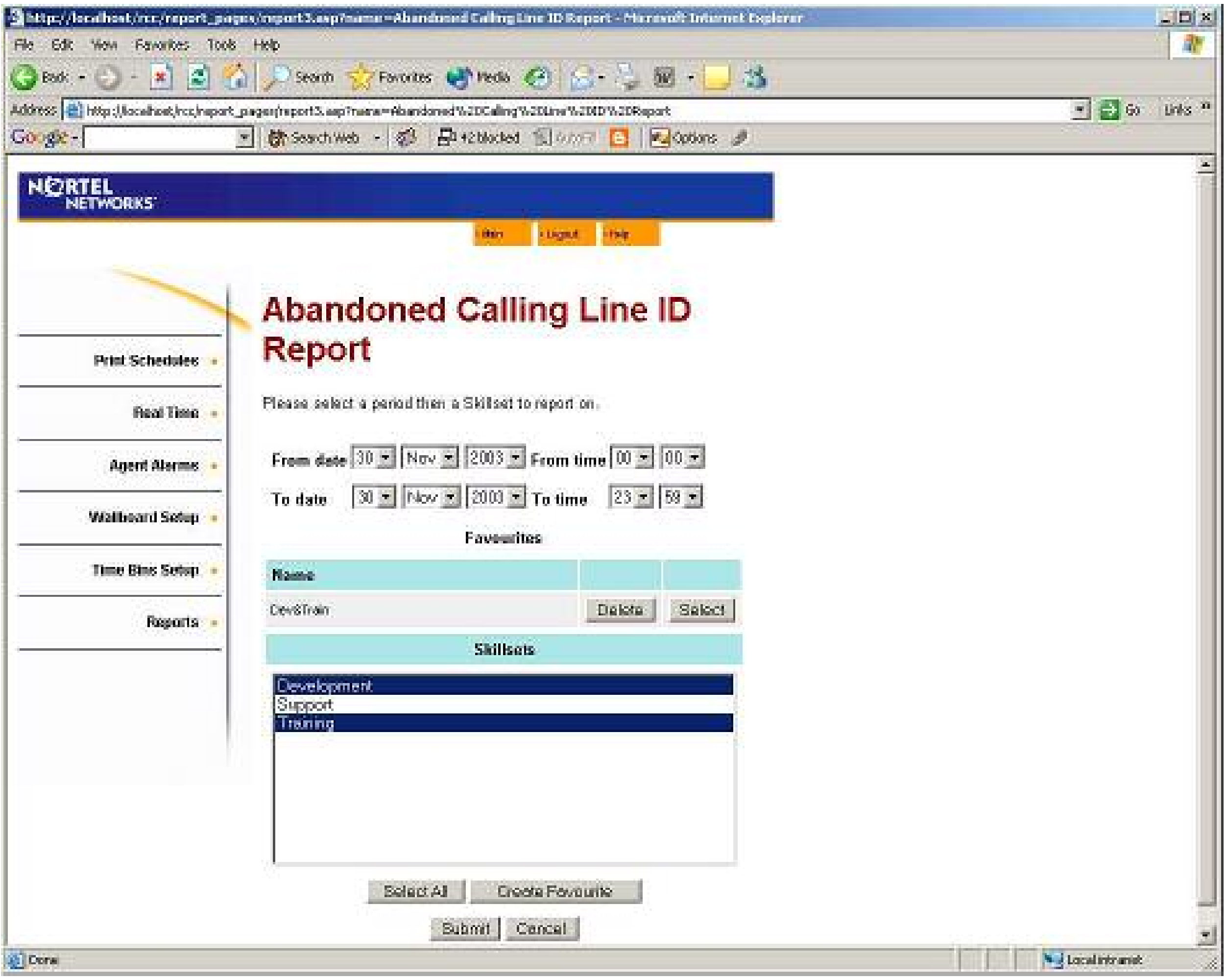


Figure 100 Abandoned Calling Line ID Skillset page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

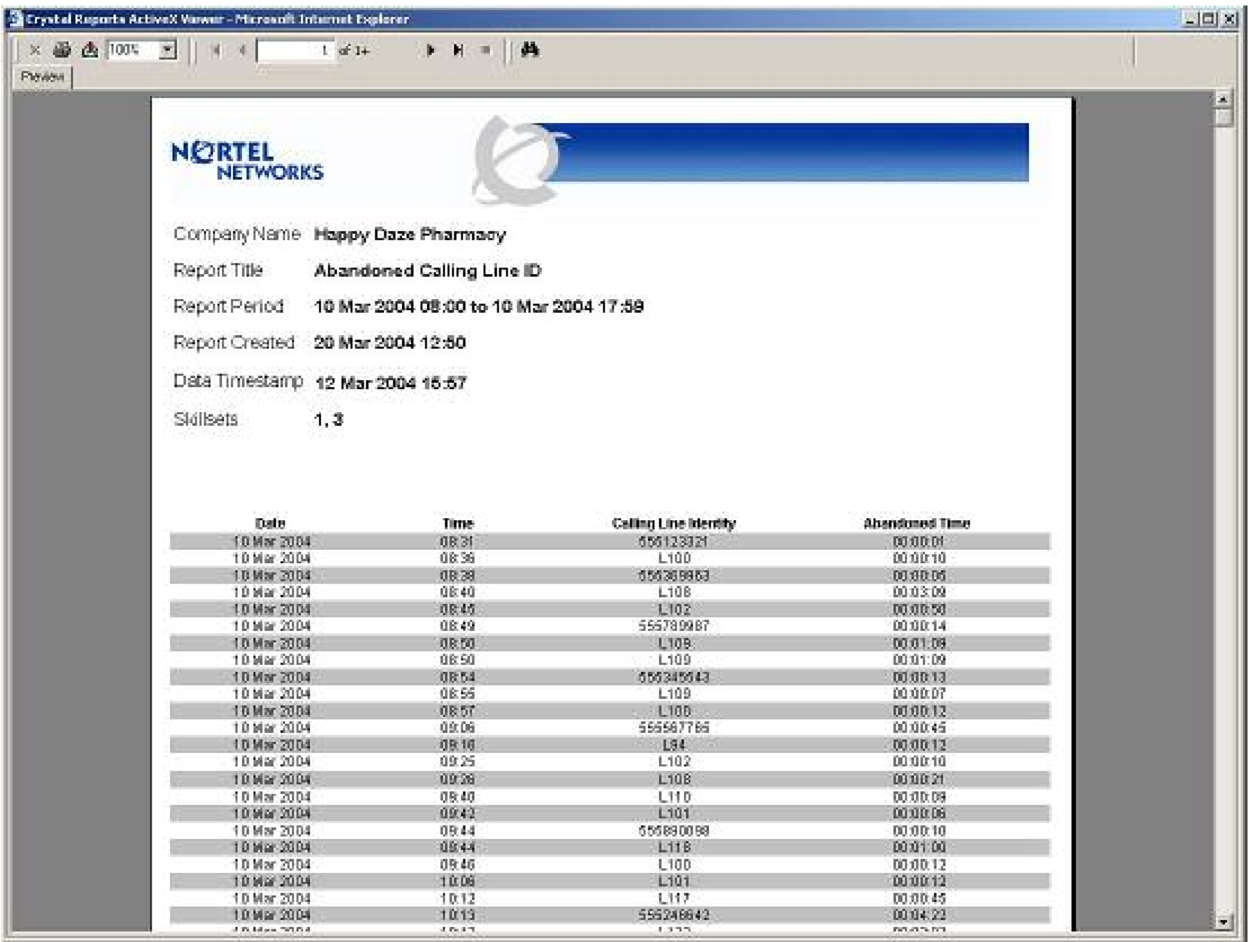
The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Abandoned Calling Line ID Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button generates the report. This is shown below.



Company Name Happy Daze Pharmacy
Report Title Abandoned Calling Line ID
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 12:50
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

Date	Time	Calling Line Identity	Abandoned Time
10 Mar 2004	08:31	556123321	00:00:01
10 Mar 2004	08:36	L100	00:00:10
10 Mar 2004	08:39	556369963	00:00:05
10 Mar 2004	08:40	L108	00:03:09
10 Mar 2004	08:46	L102	00:00:50
10 Mar 2004	08:49	555789987	00:00:14
10 Mar 2004	08:50	L109	00:01:09
10 Mar 2004	08:50	L109	00:01:09
10 Mar 2004	08:54	556345643	00:00:13
10 Mar 2004	08:55	L109	00:00:07
10 Mar 2004	08:57	L100	00:00:12
10 Mar 2004	09:06	555567765	00:00:45
10 Mar 2004	09:16	L94	00:00:12
10 Mar 2004	09:25	L102	00:00:10
10 Mar 2004	09:28	L108	00:00:21
10 Mar 2004	09:40	L110	00:00:09
10 Mar 2004	09:42	L101	00:00:06
10 Mar 2004	09:44	556890098	00:00:10
10 Mar 2004	09:44	L116	00:01:00
10 Mar 2004	09:46	L100	00:00:12
10 Mar 2004	10:06	L101	00:00:12
10 Mar 2004	10:12	L117	00:00:45
10 Mar 2004	10:13	555246642	00:04:22

Figure 101 Abandoned Calling Line ID Report

For each Skillset and for a report total, the calls that abandoned are shown.

The date and time are displayed for each abandoned call, together with the Calling Line ID and the time the call waited before it abandoned.

Agent Capacity Report

Clicking on the Agent Capacity Report button presents you with the Agent Capacity Report Skillsets page, shown below.

Figure 102 Agent Capacity Report Skillsets page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

Note that the report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

Note that the report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Agent Capacity Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button generates the report. This is shown below.

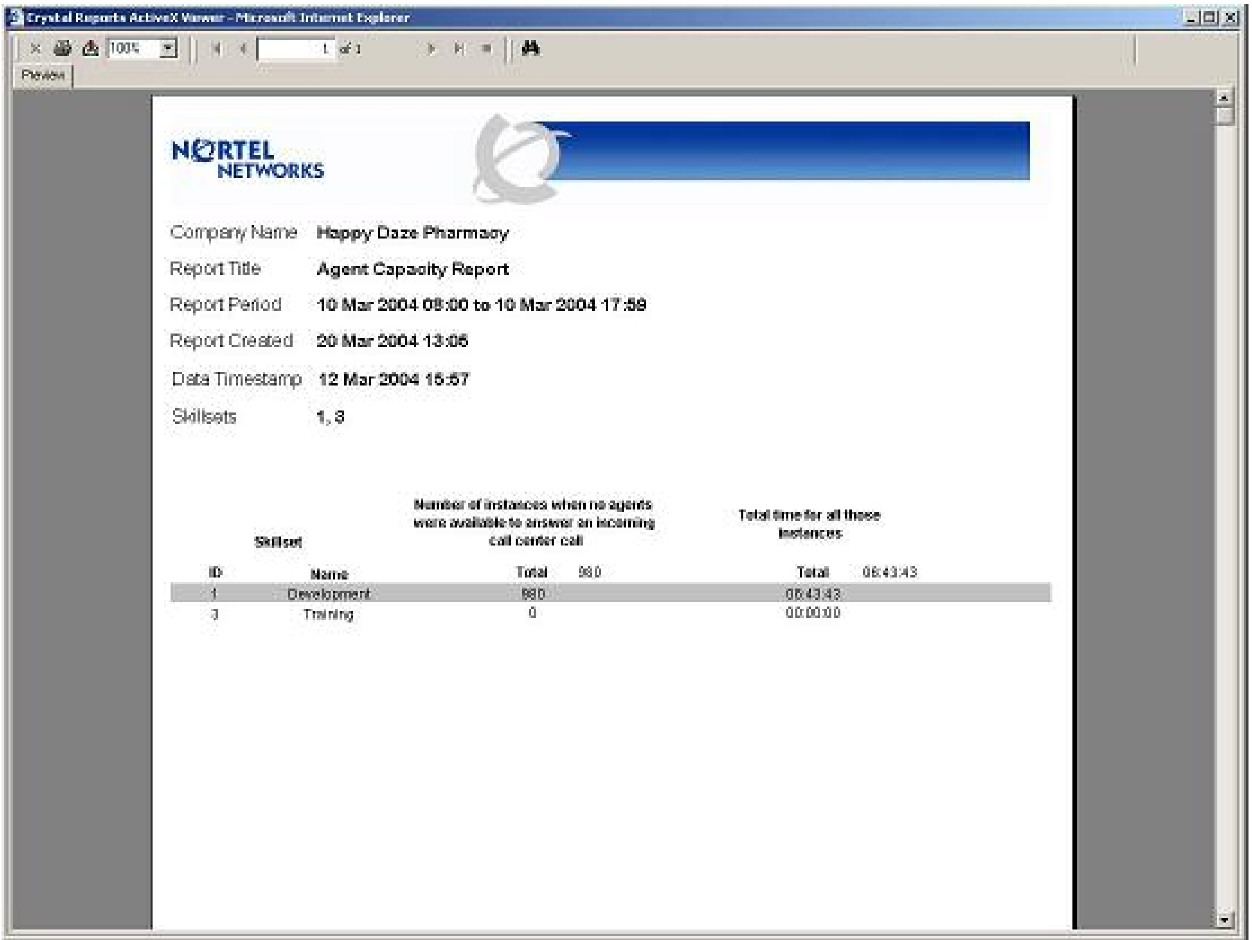


Figure 103 Agent Capacity Report

Whenever there are Agents logged into a Skillset but none of those Agents are available to take an Incoming Call Center call, Nortel Networks Reporting for Call Center records how long that state continues. That is, it records the time which elapses before an Agent becomes available to take an Incoming Call Center call. Note that this is recorded whether there are any incoming Call Center calls or not.

For each Skillset that was selected, this reports shows the total number of instances when there were no Agents available to take an incoming Call Center call, and the total duration of all of those instances added together.

Help Request Report

Clicking on the Help Request Report button presents you with the Help Request Report page, shown below.

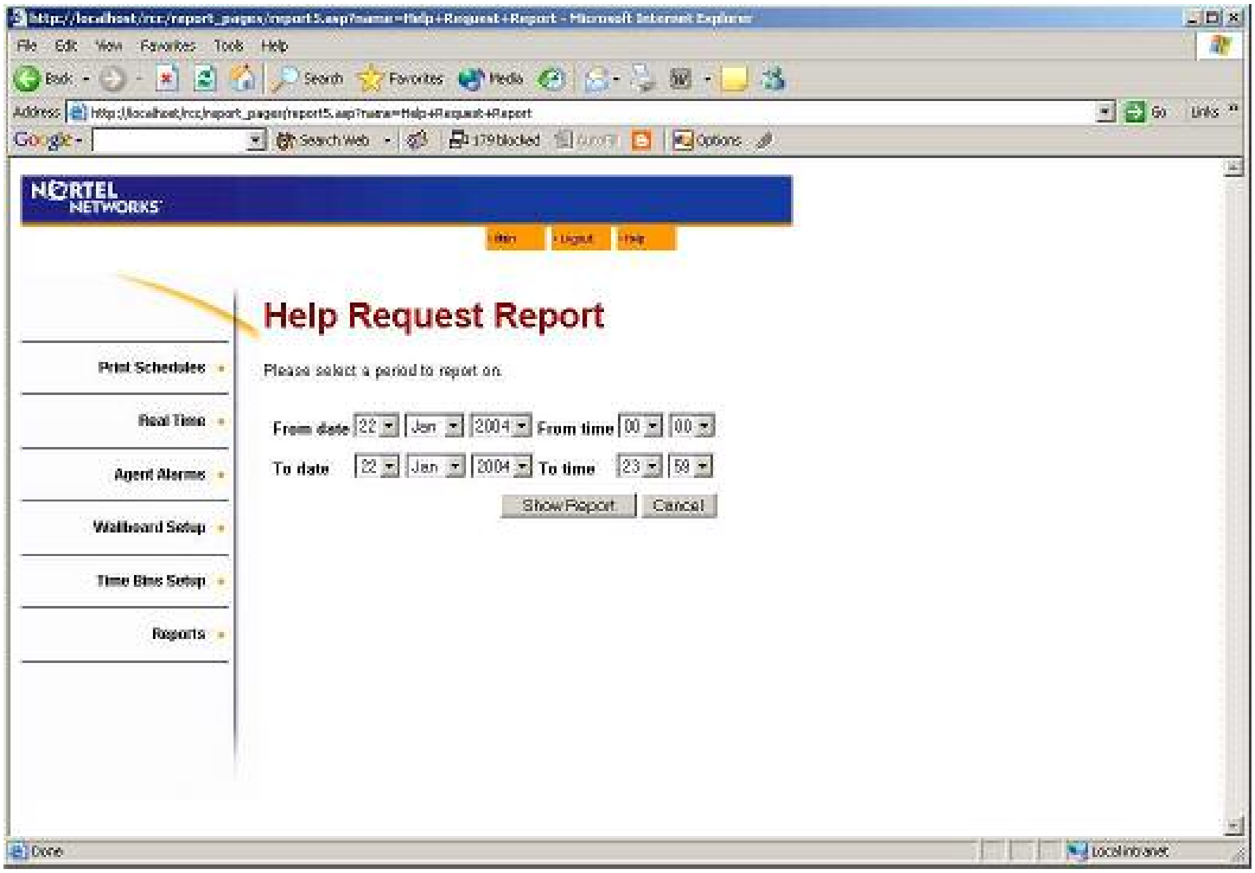


Figure 104 Help Request Report page

This page allows you to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

Click on the Submit button to view the report. Click on the Cancel button to return to the Report Menu page.

The Help Request Report is shown below.

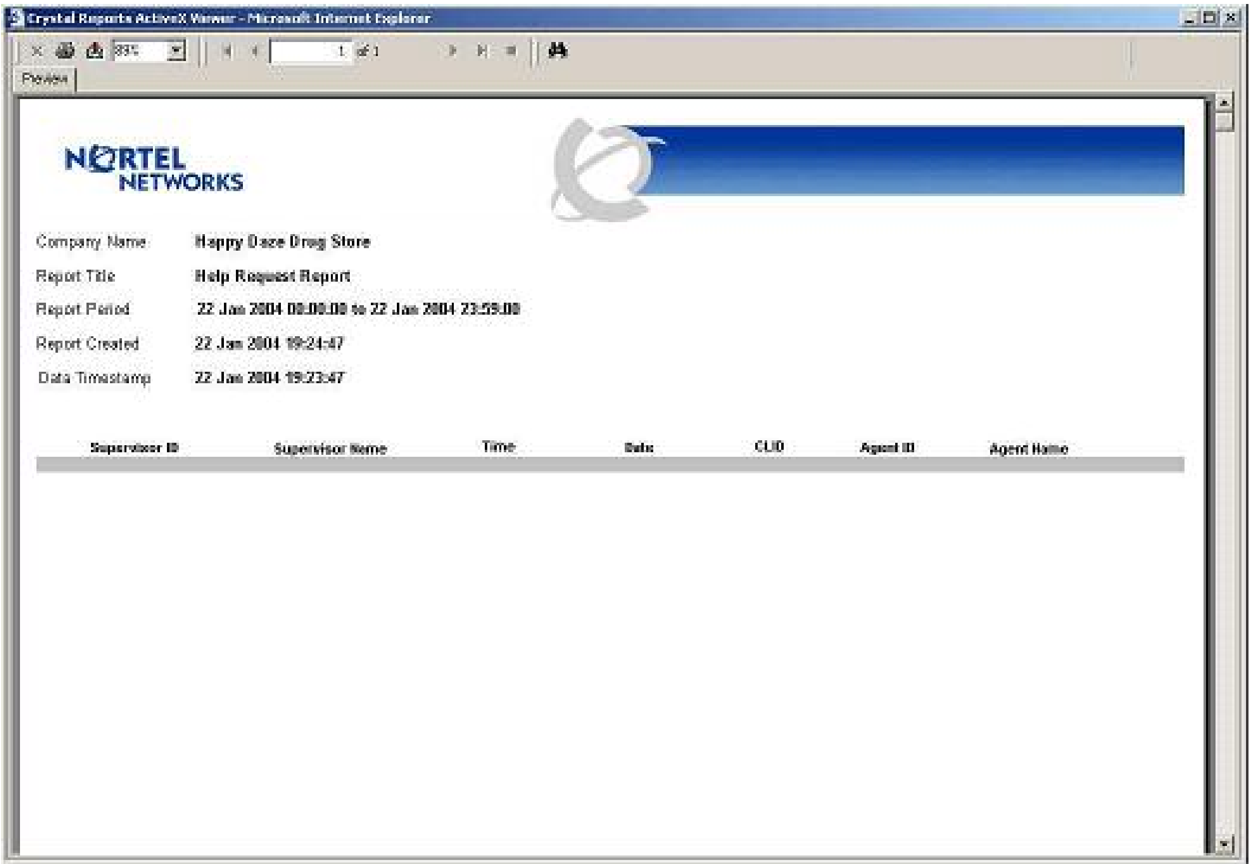


Figure 105 Help Request Report

This report lists each Supervisor (that has answered a Help Request) together with the details of the Help requests they answered.

Supervisor ID

Indicates the Call Center ID of the Supervisor who answered the Help Request.

Supervisor Name

Indicates the name of the Supervisor who answered the Help Request.

Time

Indicates the time at which the Help Request was answered.

Date

Indicates the date on which the Help Request was answered.

CLID

Indicates the CLID of the incoming call on which the Agent who made the Help Request was active at the time they made the Help Request.

Agent ID

Indicates the Call Center ID of the Agent who made the Help Request.

Agent Name

Indicates the name of the Agent who made the Help Request.

Call Average Report

Clicking on the Call Average Report button presents you with the Call Average Report Skillsets page, shown below.

Figure 106 Call Average Report Skillset page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time

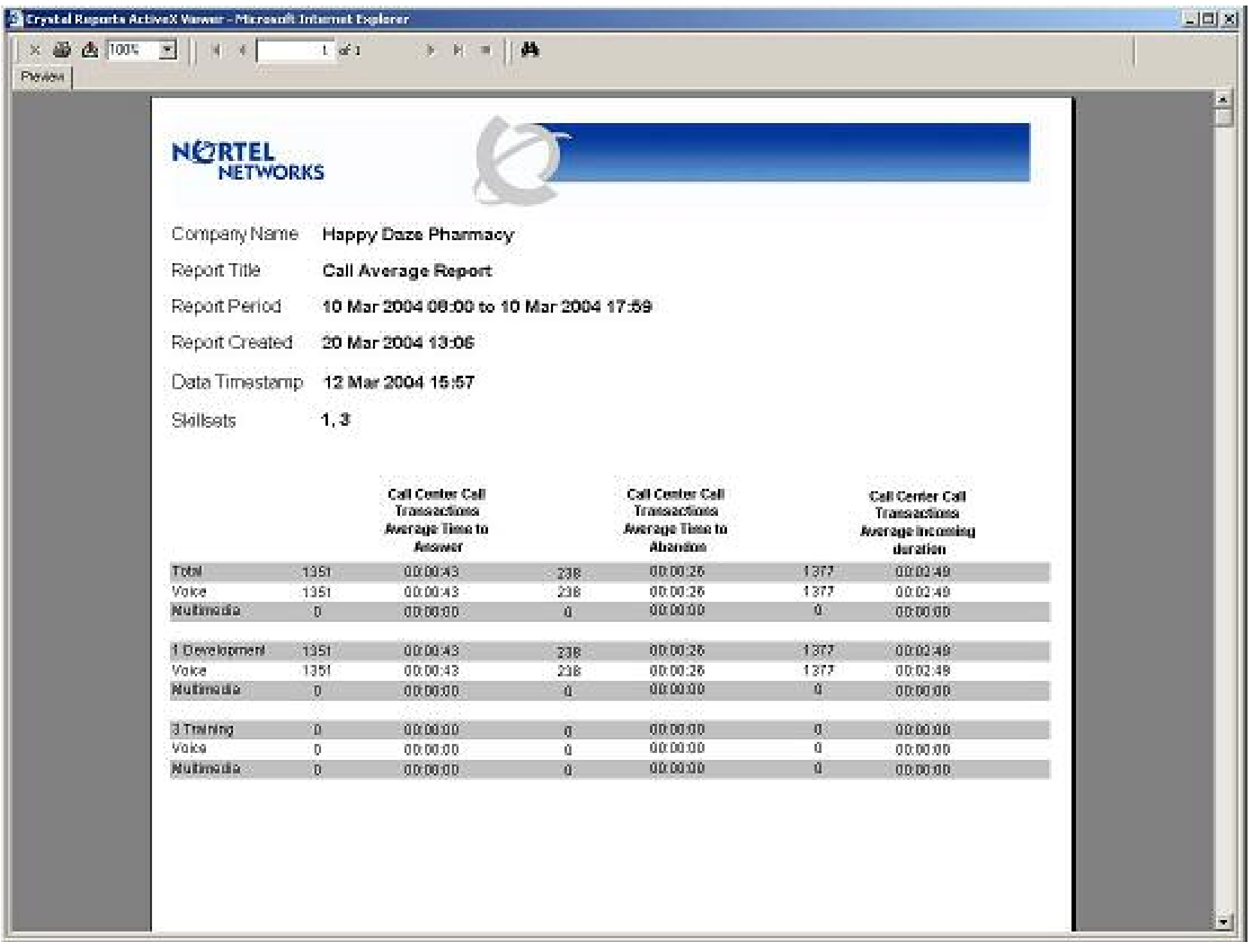
on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Call Average Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets. Clicking on the Submit button generates the report.


Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name Happy Daze Pharmacy

Report Title Call Average Report

Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59

Report Created 20 Mar 2004 13:06

Data Timestamp 12 Mar 2004 15:57

Skillsets 1, 3

		Call Center Call Transactions Average Time to Answer		Call Center Call Transactions Average Time to Abandon		Call Center Call Transactions Average Incoming duration
Total	1351	00:00:43	238	00:00:26	1377	00:02:49
Voice	1351	00:00:43	238	00:00:26	1377	00:02:49
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00
1 Development	1351	00:00:43	238	00:00:26	1377	00:02:49
Voice	1351	00:00:43	238	00:00:26	1377	00:02:49
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00
3 Training	0	00:00:00	0	00:00:00	0	00:00:00
Voice	0	00:00:00	0	00:00:00	0	00:00:00
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00

Figure 107 Call Average Report

For each Skillset and for a report total, the number of calls and their average is displayed for three statistics.

Voice calls and Multimedia calls are listed separately and totalled for each Skillset, and for the report total.

Call Center Call Average Time To Answer

The Call Center Call Average Time To Answer column holds the average time before a Call was answered. This statistic tracks Direct and Indirect Calls, *not* call transactions. This can be used to determine the average time that answered calls had to wait before they were answered.

Call Center Call Average Time To Abandon

The Call Center Call Average Time To Abandon column holds the average time before a Call abandoned. This statistic tracks Direct and Indirect Calls, *not* transactions. This can be used to determine how long on average abandoned calls waited for before they abandoned.

Call Center Call Transactions Average Incoming Duration

The Call Center Call Transactions Average Incoming Duration column holds the average duration of each call transaction. This statistic tracks call transactions, not calls, so a call that is answered in one Skillset and transferred to the Control Dn of another Skillset (or even back to the Control Dn of the same Skillset) will have a call duration for each portion of the call. Both portions will be included in the reports.

Agent Average Report

Clicking on the Agent Average Report button presents you with the Agent Average Report Skillsets page, shown below.

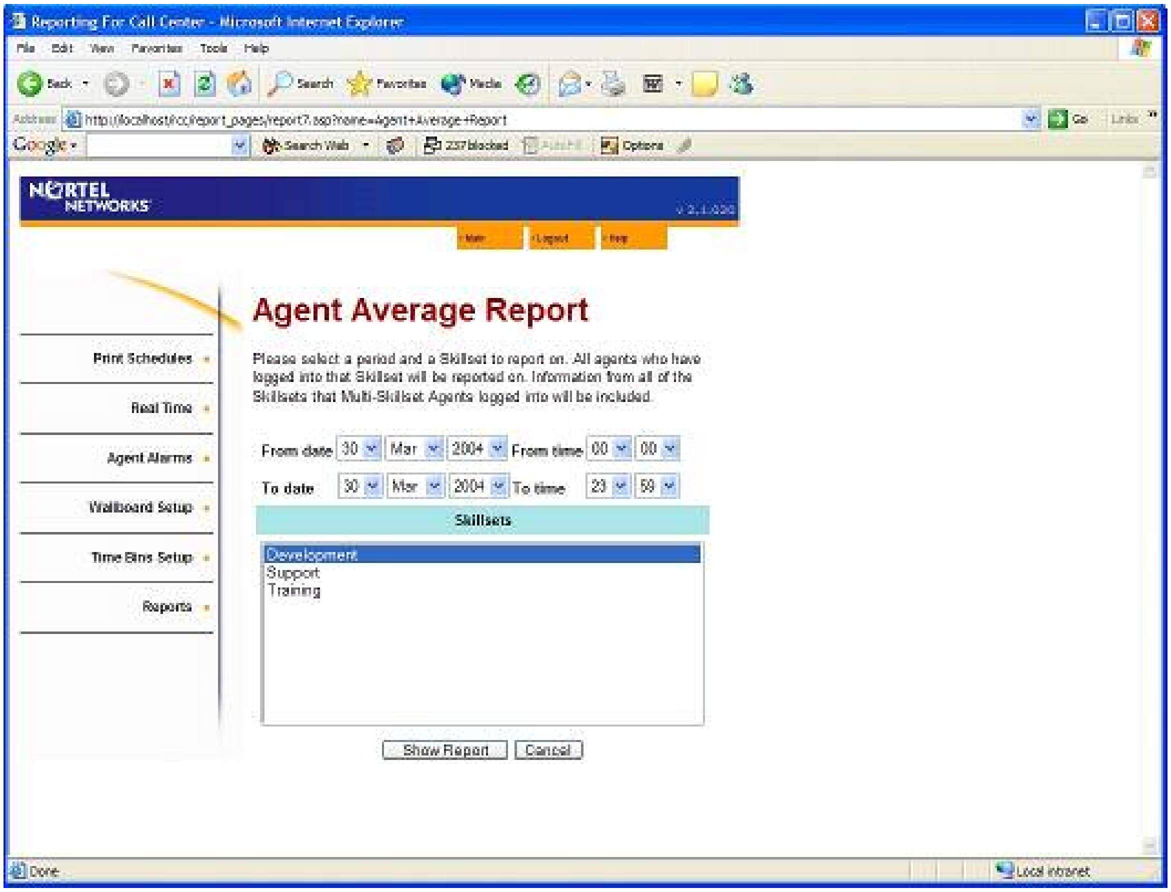


Figure 108 Agent Average Report Skillset Selection Page

This page allows you to select the Skillset you wish to have included in the report, and to specify the time period you wish the report to cover.

Note that the report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

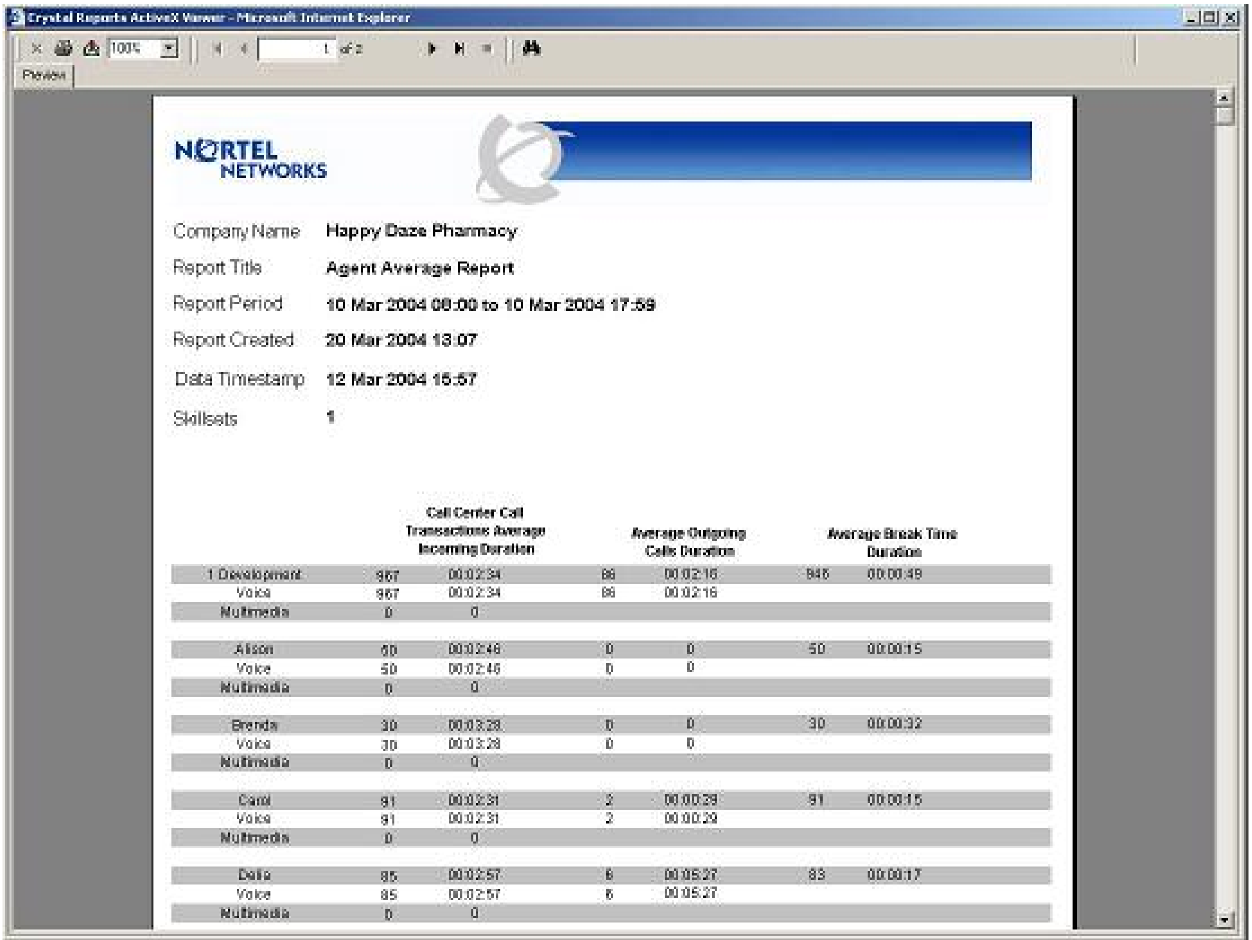
Note: You can only select a single Skillet to be included in this report.

The report will include all Agents who have signed into the selected Skillset during the requested time period. However, the report will include ALL of the information for those Agents for that time period, even if they were signed into multiple Skillsets and were handling calls from other Skillsets.

This means that you do not have to specify a combination of different reports to get the complete picture for the multiple Skillset Agents who were signed into the chosen Skillset. For example, if you have an Agent signed into Skillset 1, another signed into Skillsets 1 and 2, and another signed into Skillsets 1 and 3, by choosing Skillset 1 as the Skillset to report one, you will see all three Agents in your report and the data shown for them will be their complete Activity in all Skillsets for the requested period.

For a version of this report categorised by Agent, see the Agent Average report by Skillset on Page 191.

Clicking on the Show Report button generates the report. This is shown below.



Company Name Happy Daze Pharmacy
Report Title Agent Average Report
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 13:07
Data Timestamp 12 Mar 2004 15:57
Skillsets 1

	Call Center Call Transactions Average Incoming Duration		Average Outgoing Calls Duration		Average Break Time Duration	
1 Development	967	00:02:34	86	00:02:16	945	00:00:49
Voice	967	00:02:34	86	00:02:16		
Multimedia	0	0				
Alison	50	00:02:46	0	0	50	00:00:15
Voice	50	00:02:46	0	0		
Multimedia	0	0				
Brenda	30	00:03:28	0	0	30	00:00:32
Voice	30	00:03:28	0	0		
Multimedia	0	0				
Carol	91	00:02:31	2	00:00:29	91	00:00:15
Voice	91	00:02:31	2	00:00:29		
Multimedia	0	0				
Delia	85	00:02:57	6	00:05:27	83	00:00:17
Voice	85	00:02:57	6	00:05:27		
Multimedia	0	0				

Figure 109 Agent Average Report

For each Agent the average durations of three Call Center activities are displayed.

These activities are Call Center Call Transactions Average Incoming Duration, the Average Outgoing Call Duration and the Average Break Time Duration.

For the Incoming and Outgoing Call Durations, the number of calls is also provided.

This report provides an easy way to compare the average durations of different Agents. If the Incoming Call Duration for one Agent is markedly longer than the duration of the other Agents, this report will show up the anomaly.

This might indicate for example, that the Agent requires some training, or perhaps it indicates that they are providing extra care and attention to their callers.

Agent Profile Report

Clicking on the Agent Profile Report button presents you with the Agent Profile Report Skillsets page, shown below.

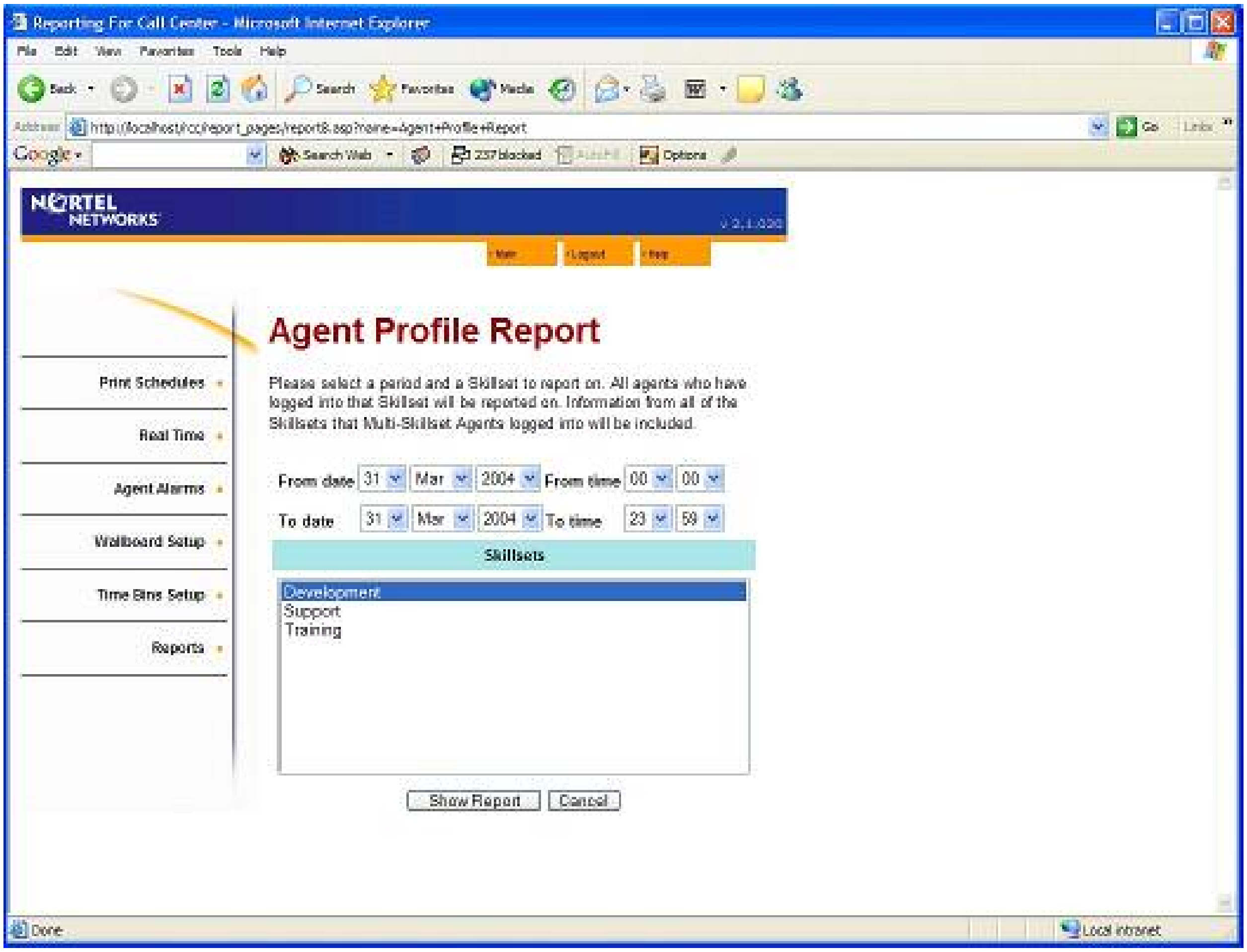


Figure 110 Agent Profile Report Skillset page

This page allows you to select the Skillset you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

Note that the report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

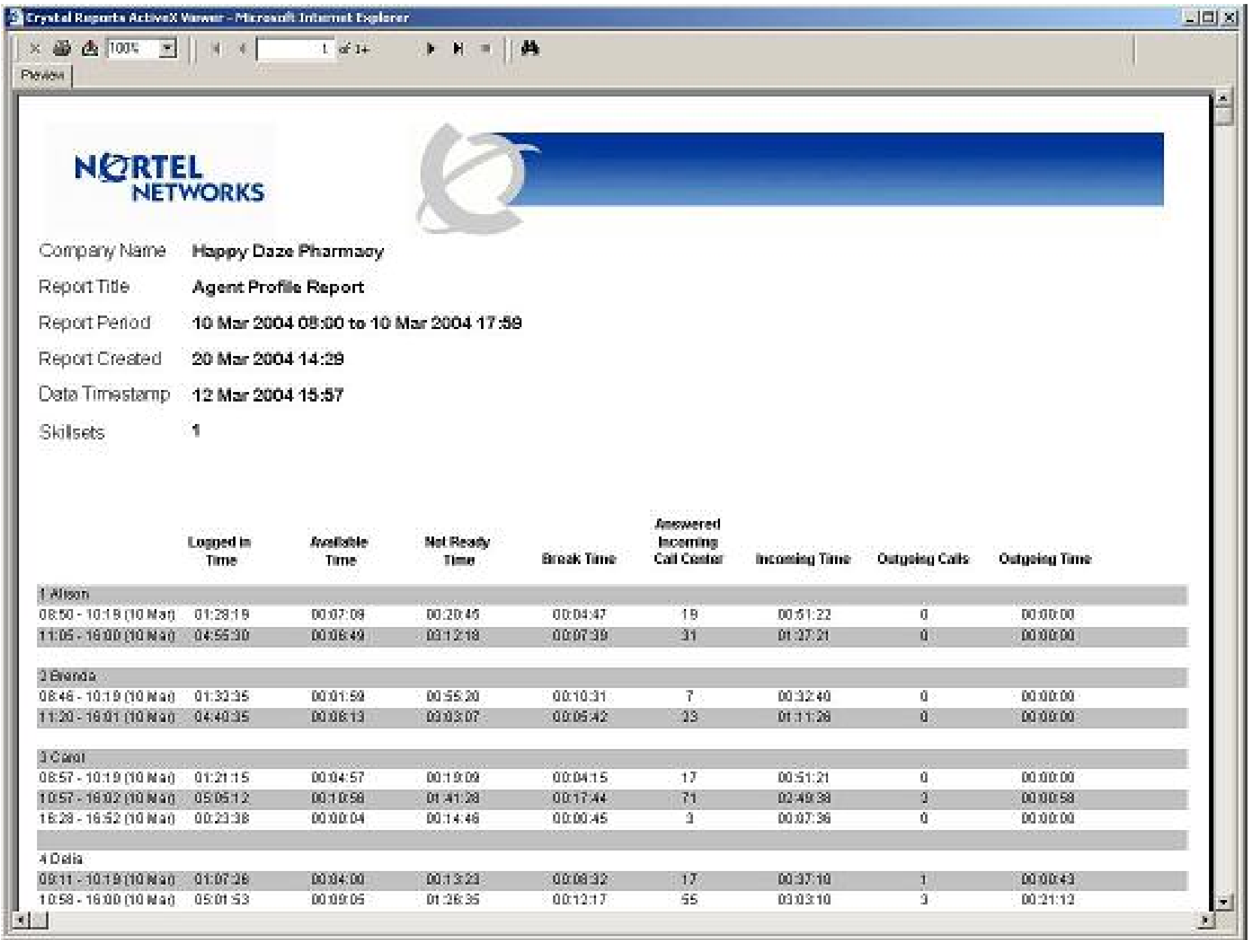
Drop down menus allow you to choose dates and time values.

Note: You can only select a single Skillet to be included in this report.

The report will include all Agents who have signed into the selected Skillset during the requested time period. However, the report will include ALL of the information for those Agents for that time period, even if they were signed into multiple Skillsets and were handling calls from other Skillsets.

This means that you do not have to specify a combination of different reports to get the complete picture for the multiple Skillset Agents who were signed into the chosen Skillset. For example, if you have an Agent signed into Skillset 1, another signed into Skillsets 1 and 2, and another signed into Skillsets 1 and 3, by choosing Skillset 1 as the Skillset to report one, you will see all three Agents in your report and the data shown for them will be their complete Activity in all Skillsets for the requested period.

Clicking on the Show Report button generates the report. This is shown below.



Company Name Happy Daze Pharmacy

Report Title Agent Profile Report

Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59

Report Created 20 Mar 2004 14:29

Data Timestamp 12 Mar 2004 15:57

Skillsets 1

	Logged in Time	Available Time	Not Ready Time	Break Time	Answered Incoming Call Center	Incoming Time	Outgoing Calls	Outgoing Time
1 Alison								
08:50 - 10:19 (10 Mar)	01:28:19	00:07:09	00:20:46	00:04:47	19	00:51:22	0	00:00:00
11:05 - 16:00 (10 Mar)	04:55:30	00:06:49	03:12:18	00:07:39	31	01:37:21	0	00:00:00
2 Brenda								
08:46 - 10:19 (10 Mar)	01:32:35	00:01:59	00:55:20	00:10:31	7	00:32:40	0	00:00:00
11:20 - 16:01 (10 Mar)	04:40:35	00:08:13	03:03:07	00:05:42	23	01:11:28	0	00:00:00
3 Carol								
08:57 - 10:19 (10 Mar)	01:21:15	00:04:57	00:19:09	00:04:15	17	00:51:21	0	00:00:00
10:57 - 16:02 (10 Mar)	05:05:12	00:10:58	01:41:28	00:17:44	71	02:49:38	3	00:00:58
16:28 - 16:52 (10 Mar)	00:23:38	00:00:04	00:14:46	00:00:45	3	00:07:36	0	00:00:00
4 Delia								
09:11 - 10:19 (10 Mar)	01:07:28	00:04:00	00:13:23	00:08:32	17	00:37:10	1	00:00:43
10:58 - 16:00 (10 Mar)	05:01:53	00:09:05	01:26:35	00:12:17	55	03:03:10	3	00:21:12

Figure 111 Agent Profile Report

For each Agent the following are displayed.

Logged In Time

This is the cumulative duration of all of the Log In sessions the Agent conducted during the period of the report.

Available Time

This is the cumulative duration of all of the Available time the Agent had during the period of the report. An Agent is Available when they are free to take an Incoming Call Center Call.

Not Ready Time

This is the cumulative duration of all of the Not Ready time the Agent had during the period of the report. An Agent is Not Ready when they have invoked the Make Not Ready feature.

Break Time

This is the cumulative duration of all of the Break Time the Agent had during the period of the report. An Agent is in Break Time following an Incoming Call Center Call. This is also known as Wrap-Up. The Skillset supervisor allocates the amount of Break Time that the Agents will receive.

Answered Incoming Call Center Calls

This is the number of Incoming Call Center Calls that the Agent handled during the period of the report. The sum of the durations of these calls is given in the following column.

Incoming Time

This is the cumulative duration of all of the Incoming Call Center Calls that the Agent handled during the period of the report. The number of calls that this duration represents is given in the preceding column.

Outgoing Calls

This is the number of Outgoing Calls that the Agent made during the period of the report. The sum of the durations of these calls is given in the following column.

Outgoing Time

This is the cumulative duration of all of the Outgoing Calls that the Agent handled during the period of the report. The number of calls that this duration represents is given in the preceding column.

Agent Activity Report

Clicking on the Agent Activity Report button presents you with the Agent Activity Report Skillsets page, shown below.

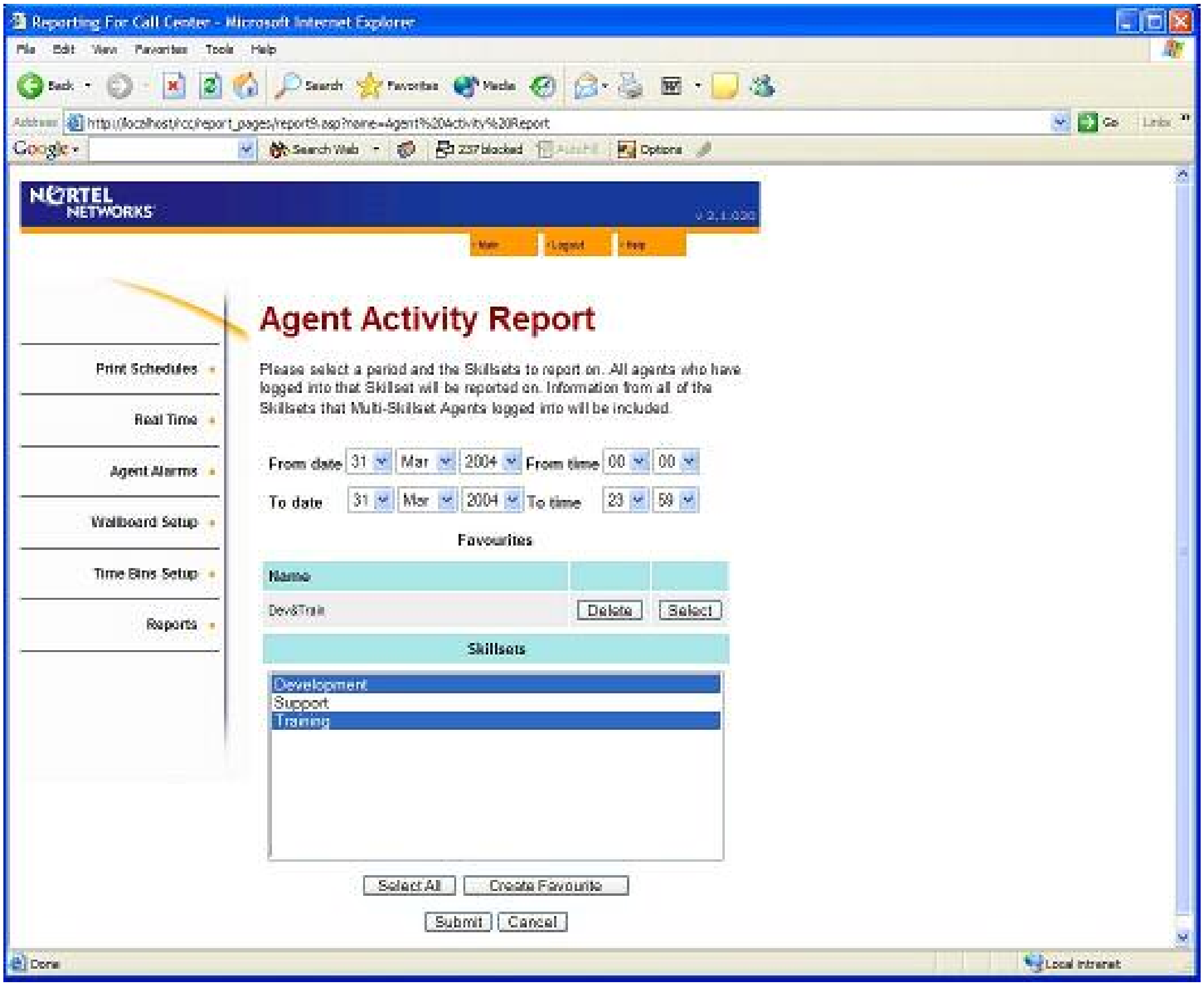


Figure 112 Agent Activity Report Skillsets page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

Note that the report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

For a Skillset based version of this report, see the Agent Activity Report by Skillset on Page193.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time

on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

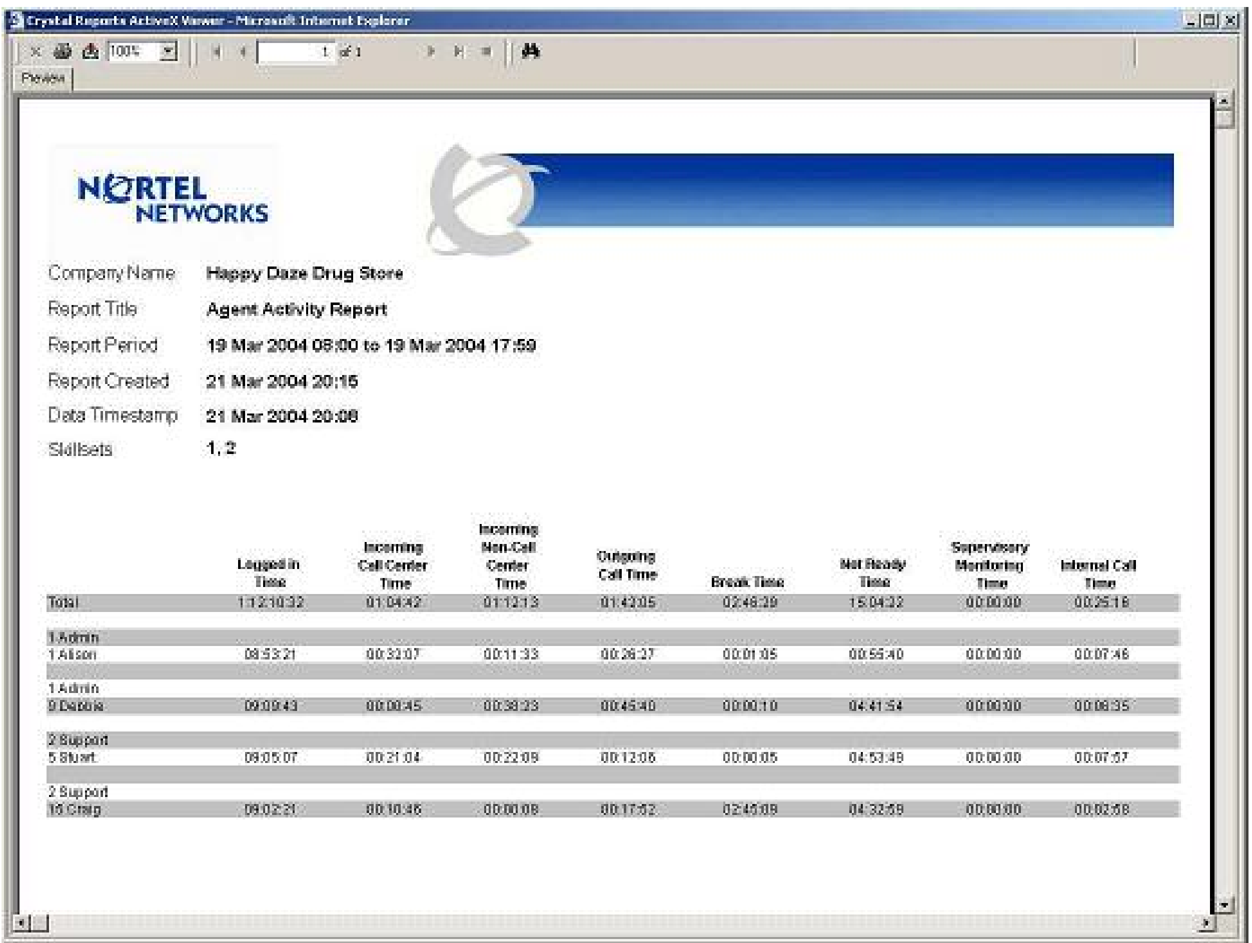
The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Agent Activity Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button generates the report. This is shown below.


Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name Happy Daze Drug Store
Report Title Agent Activity Report
Report Period 19 Mar 2004 08:00 to 19 Mar 2004 17:59
Report Created 21 Mar 2004 20:15
Data Timestamp 21 Mar 2004 20:08
Skillsets 1, 2

	Logged in Time	Incoming Call Center Time	Incoming Non-Call Center Time	Outgoing Call Time	Break Time	Not Ready Time	Supervisory Monitoring Time	Internal Call Time
Total	1:12:10:32	01:04:42	01:12:13	01:42:05	02:48:29	15:04:32	00:00:00	00:25:16
1 Admin								
1 Alison	08:53:21	00:32:07	00:11:33	00:26:27	00:01:05	00:55:40	00:00:00	00:07:46
1 Admin								
9 Debbie	09:09:43	00:00:45	00:38:23	00:45:40	00:00:10	04:41:54	00:00:00	00:08:35
2 Support								
5 Stuart	09:05:07	00:21:04	00:22:09	00:12:06	00:00:05	04:53:49	00:00:00	00:07:57
2 Support								
16 Craig	09:02:21	00:10:46	00:00:08	00:17:52	02:45:09	04:32:59	00:00:00	00:02:58

Figure 113 Agent Activity Report

For each Agent within the report, the following statistics are displayed.

Logged In Time

This is the cumulative duration of all of the Log In sessions the Agent conducted during the period of the report.

Incoming Call Center

This is the cumulative duration of all of the Incoming Call Center Calls that the Agent handled during the period of the report.

Incoming Non-Call Center

This is the cumulative duration of all of the Incoming Non-Call Center Calls that the Agent handled during the period of the report. These are calls that have not come through the Call Center routing, such as direct calls to the Agent on their DDI line, for example.

Outgoing Call Time

This is the number of Outgoing Calls that the Agent made during the period of the report.

Break Time

This is the cumulative duration of all of the Break Time the Agent had during the period of the report. An Agent is in Break Time following an Incoming Call Center Call. This is also known as Wrap-Up. The Skillset supervisor allocates the amount of Break Time that the Agents will receive.

Not Ready Time

This is the cumulative duration of all of the Not Ready time the Agent had during the period of the report. An Agent is Not Ready when they have invoked the Make Not Ready feature.

Supervisory Monitoring

This is the cumulative duration of all of Supervisory Monitor sessions the Agent undertook during the period of the report. An Agent can only perform Supervisory Monitoring if they have been created as a Skillset Supervisor within the Call Center.

Internal Call Time

This is the cumulative duration of all of the Internal Calls that the Agent placed or answered during the period of the report. Internal Calls are also called Intercom Calls.

Agent Audit Report

Clicking on the Agent Audit Report presents you with the Agent Audit Report Skillset Selection page, shown below.

Figure 114 Agent Audit Report Skillset Selection page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Agent Audit Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.

- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button presents you with the Agent Selection page, shown below.

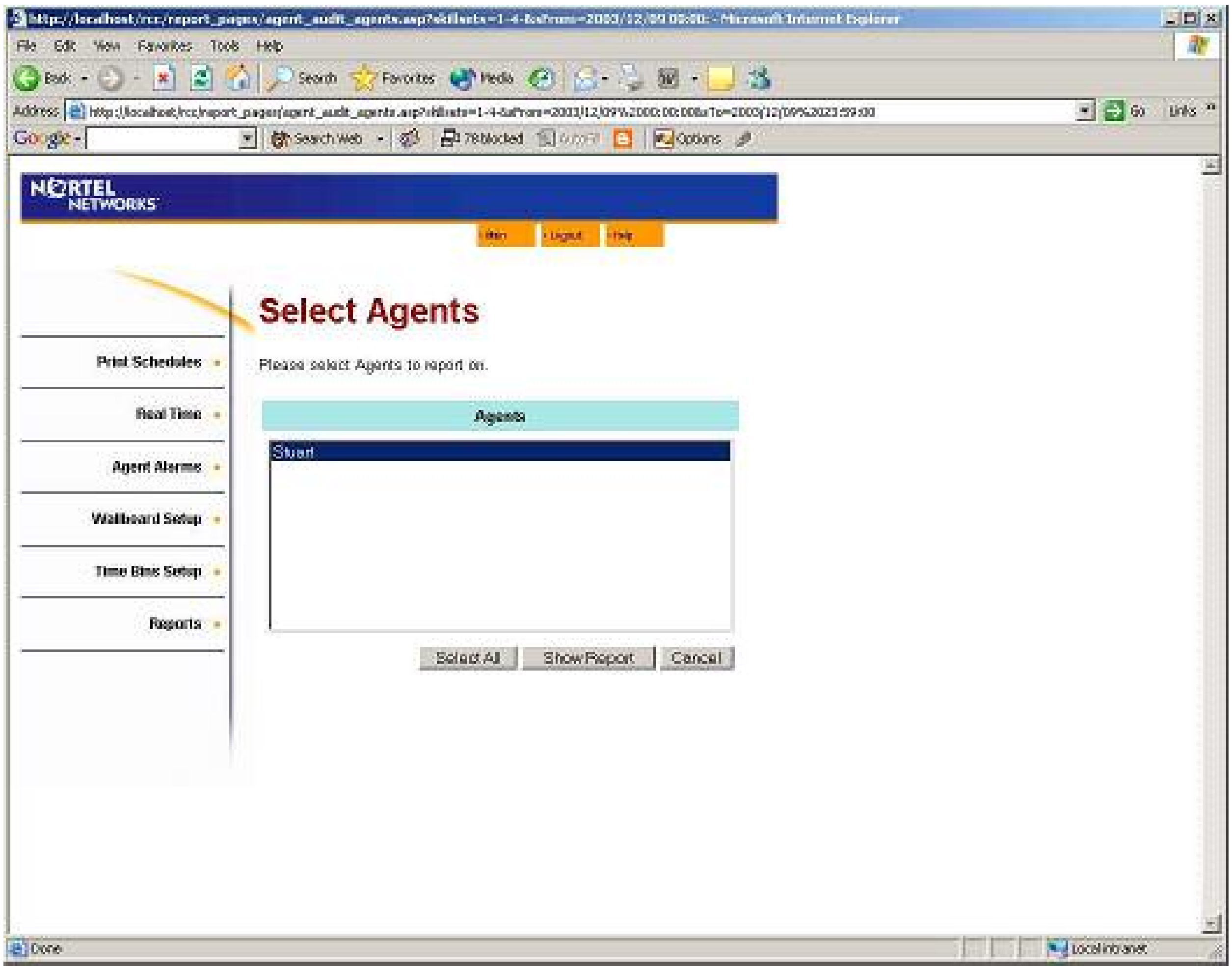


Figure 115 Agent Selection Page

This page allows you to specify which Agents you wish to have included in the report.

You can click on a single Agent to highlight and select a single Agent, you can click the Select All button to highlight and select all Agents, and you can hold down the Control (CTRL) key, and click on individual Agents to highlight and select a selection of Agents on which to report.

Note that if you have no Agents created in the Call Center or if no Agents have ever logged into the particular Skillsets you have selected and performed the activity on which you are reporting, you will be presented with Agent Selection page with a message informing you that you have no Agents to choose from. This is shown below.

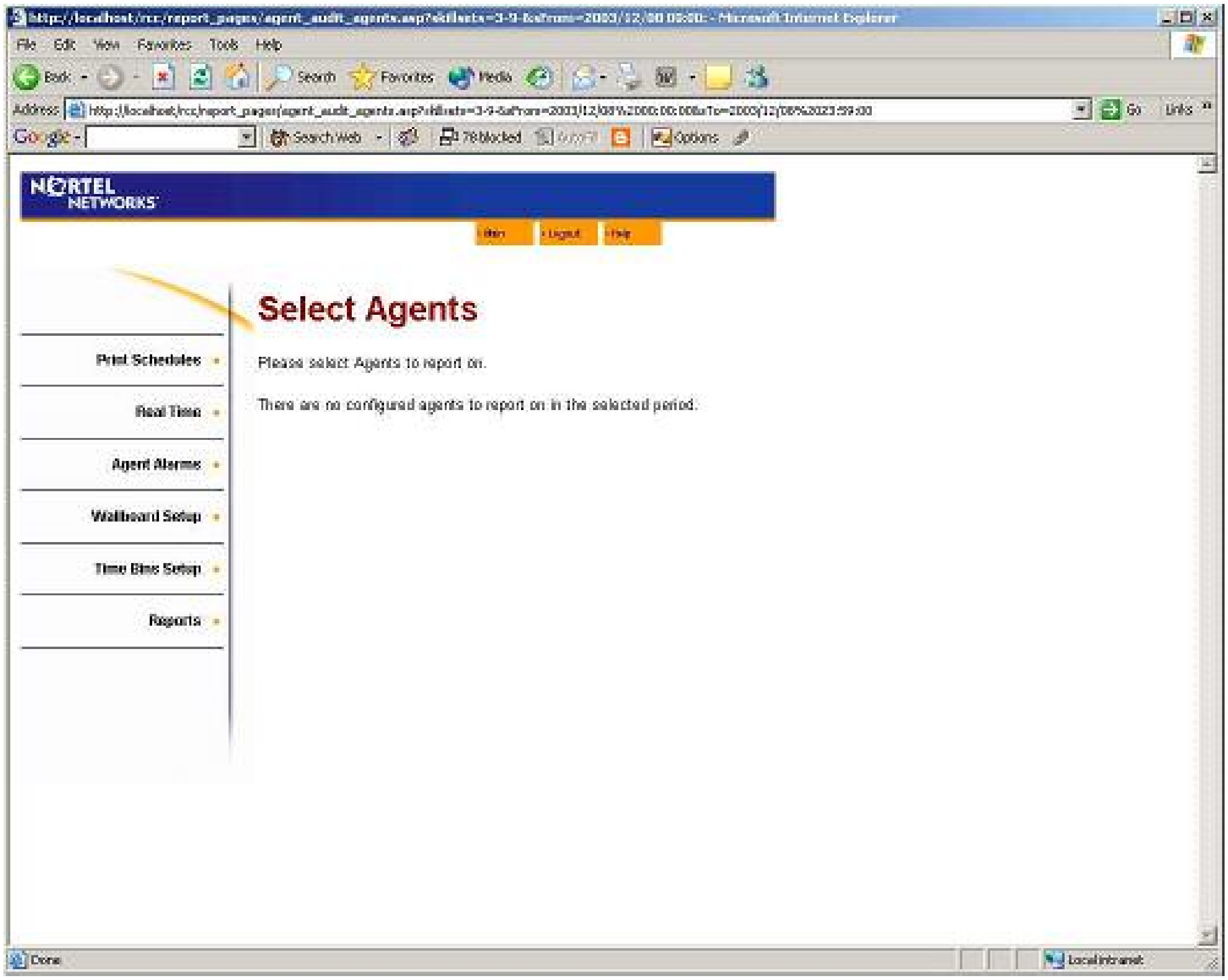
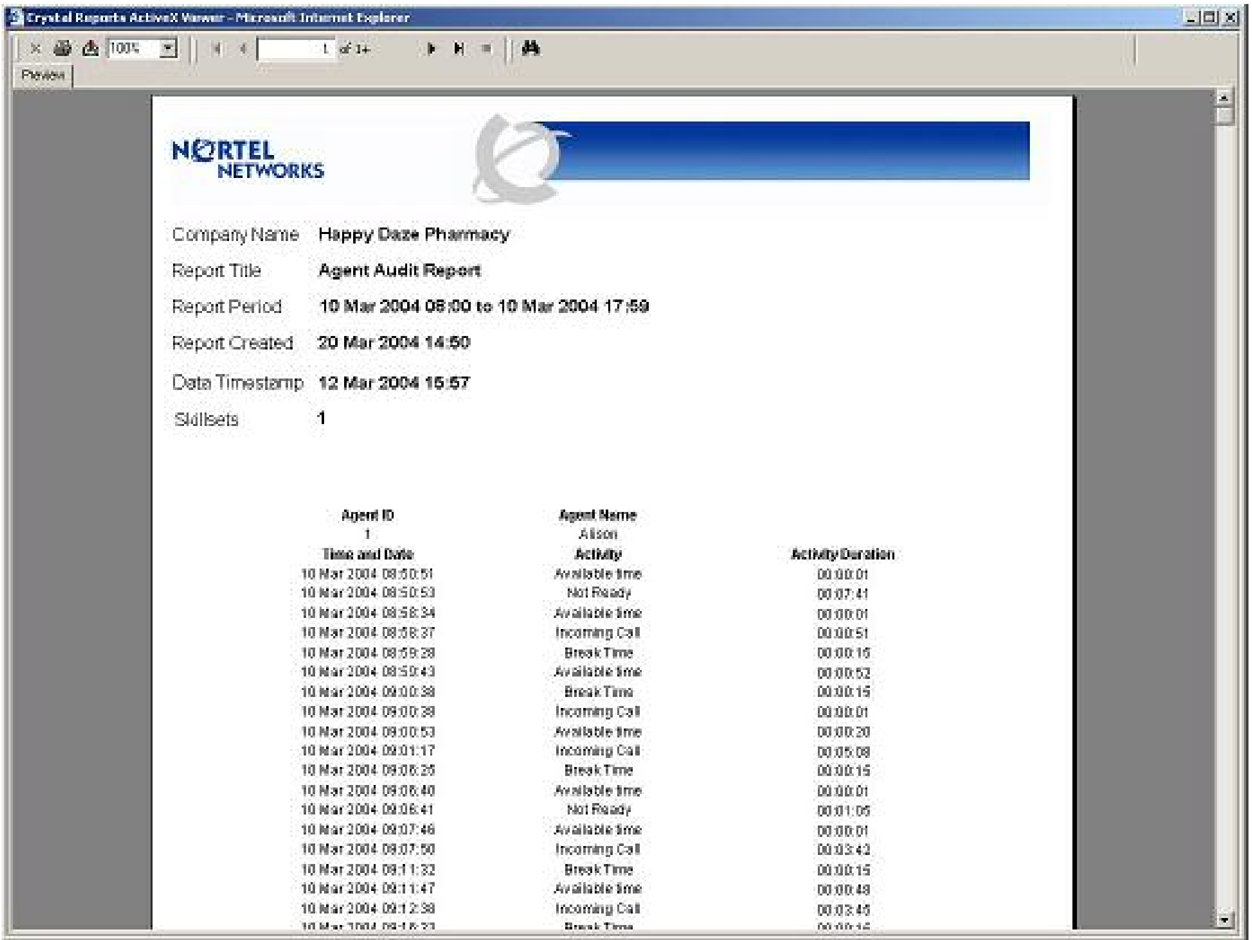


Figure 116 Agent Selection page with No Agents Available

Clicking on the Show Report button (which is visible on the Agent Selection page when there are some Agents available to select) presents you with the Agent Audit report, shown below.

This report shows a detailed breakdown of the activities undertook by the specified Agents for the period of the report.

Note that this report is intended to provide a highly detailed picture of the Agent activities, and is intended to be used to produce reports that specify a short report period. If the report period is long (more than an hour) or there are many Agents included in the report this report could be very long.


Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

Preview

NORTEL NETWORKS

Company Name	Happy Daze Pharmacy
Report Title	Agent Audit Report
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	20 Mar 2004 14:50
Data Timestamp	12 Mar 2004 15:57
Skillsets	1

Agent ID	Agent Name	
1	Alison	
Time and Date	**Activity**	**Activity Duration**
10 Mar 2004 08:50:51	Available time	00:00:01
10 Mar 2004 08:50:53	Not Ready	00:07:41
10 Mar 2004 08:58:34	Available time	00:00:01
10 Mar 2004 08:58:37	Incoming Call	00:00:51
10 Mar 2004 08:59:28	Break Time	00:00:15
10 Mar 2004 08:59:43	Available time	00:00:52
10 Mar 2004 09:00:38	Break Time	00:00:15
10 Mar 2004 09:00:39	Incoming Call	00:00:01
10 Mar 2004 09:00:53	Available time	00:00:20
10 Mar 2004 09:01:17	Incoming Call	00:05:08
10 Mar 2004 09:06:25	Break Time	00:00:15
10 Mar 2004 09:06:40	Available time	00:00:01
10 Mar 2004 09:06:41	Not Ready	00:01:05
10 Mar 2004 09:07:46	Available time	00:00:01
10 Mar 2004 09:07:50	Incoming Call	00:03:42
10 Mar 2004 09:11:32	Break Time	00:00:15
10 Mar 2004 09:11:47	Available time	00:00:48
10 Mar 2004 09:12:38	Incoming Call	00:03:45

Figure 117 Agent Audit Report

Agent ID

Indicates the Call Center Log In Id of the Agent.

Agent Name

Indicates the Call Center name for the Agent.

Time and Date

Indicates the start time and date of an Activity.

Activity

Describes the Activity the Agent undertook at the specified time and date.

Activity Duration

The length of time the Agent undertook the specified Activity for.

Activity Code Report by Skillset

Clicking on the Activity Code Report by Skillset button presents you with the Activity Code Report by Skillset Skillset Selection page, shown below.

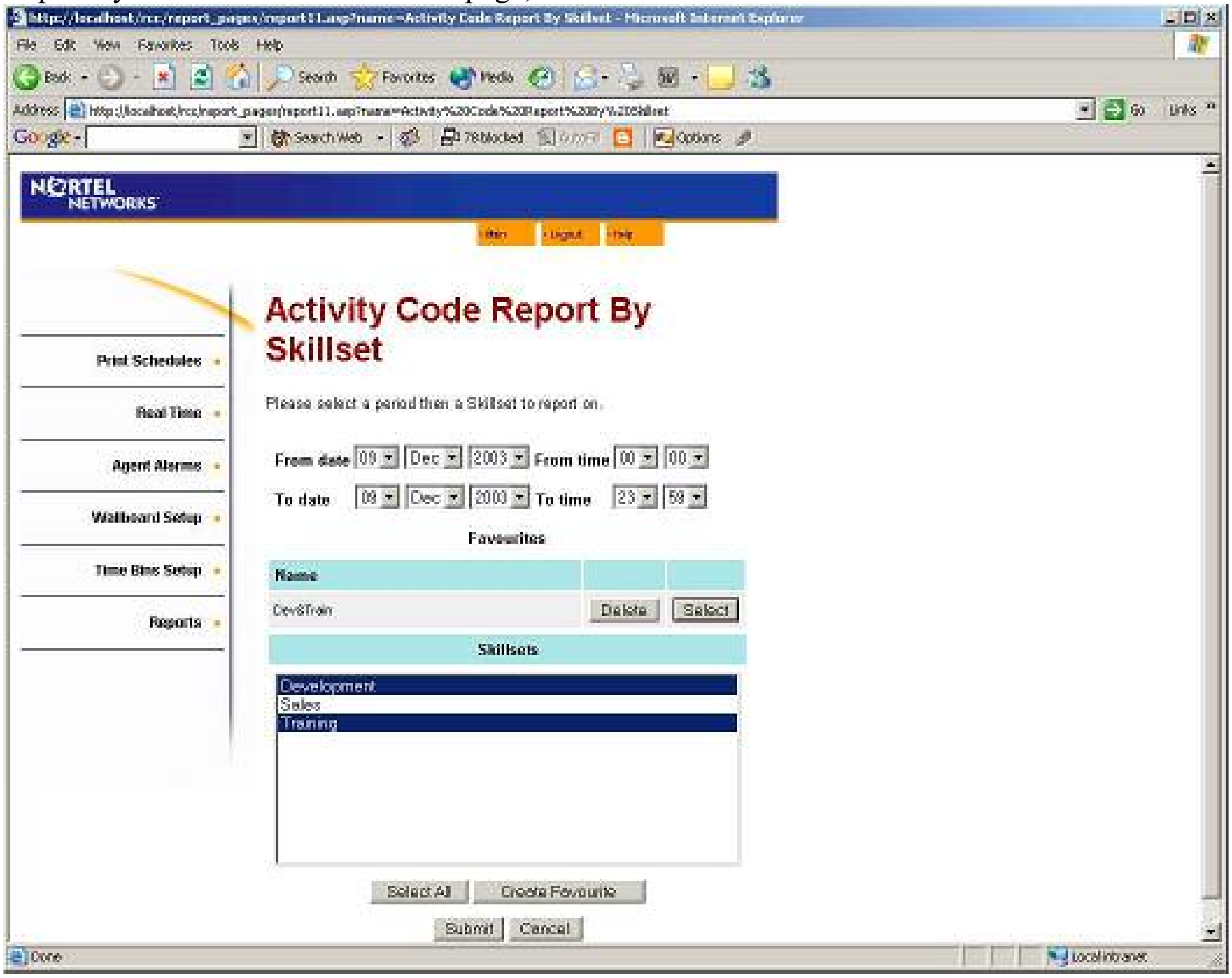


Figure 118 Activity Code Report By Skillset Skillset page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Activity Code Report by Skillset Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button presents you with the Activity Code Selection page, shown below.

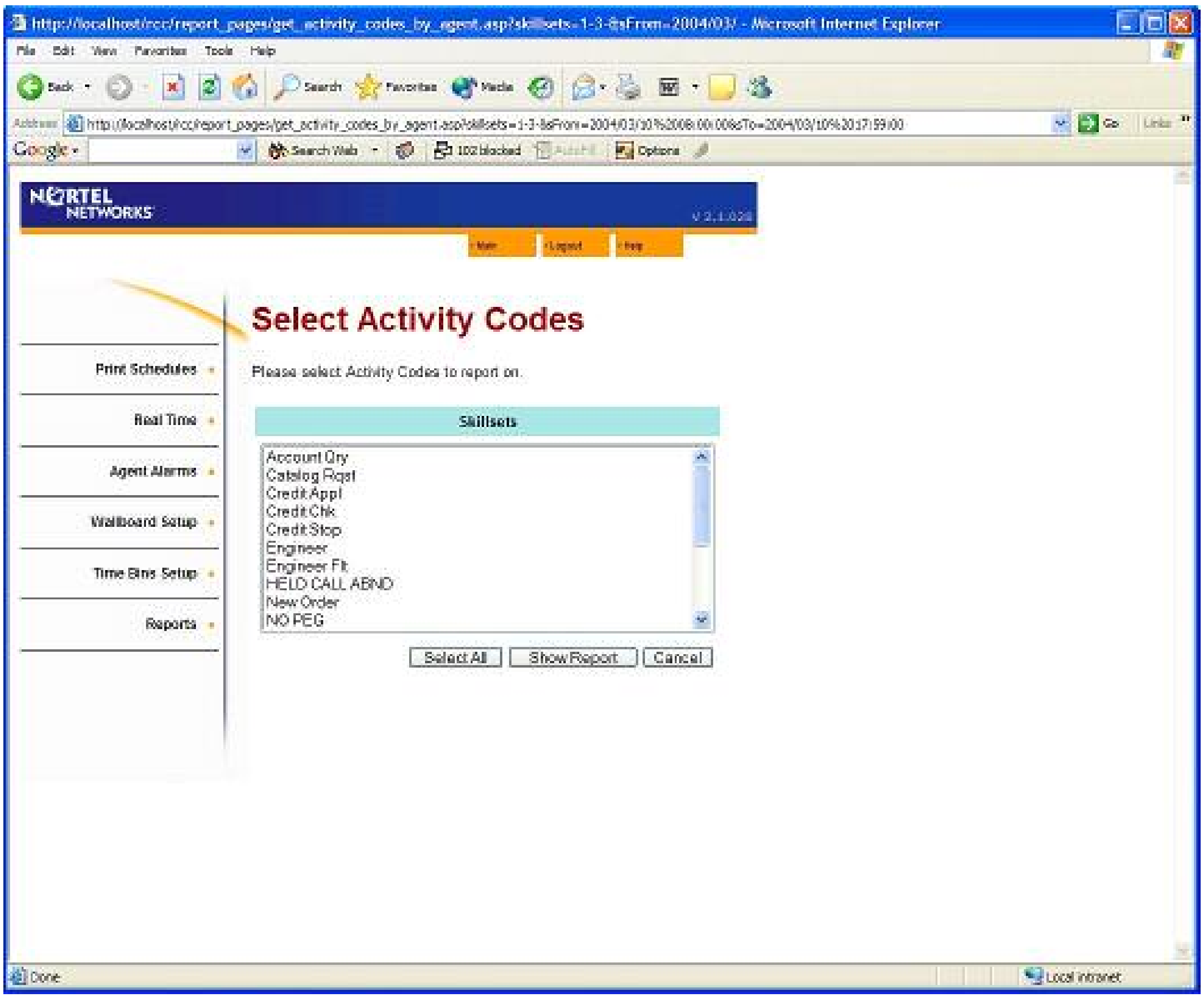


Figure 119 Select Activity Code page

This page allows you to specify which Activity Codes you wish to have included in the report.

You can click on a single Activity Code to highlight and select a single Activity Code, you can click the Select All button to highlight and select all Activity Codes, and you can hold down the

Control (CTRL) key, and click on individual Activity Codes to highlight and select a selection of Activity Codes on which to report.

Note that if you have no Activities created in the Call Center or if no Agents have ever entered an Activity Code, you will be presented with Select Activity Codes page, with a message informing you that you have no Activity Codes to choose from. This is shown below.

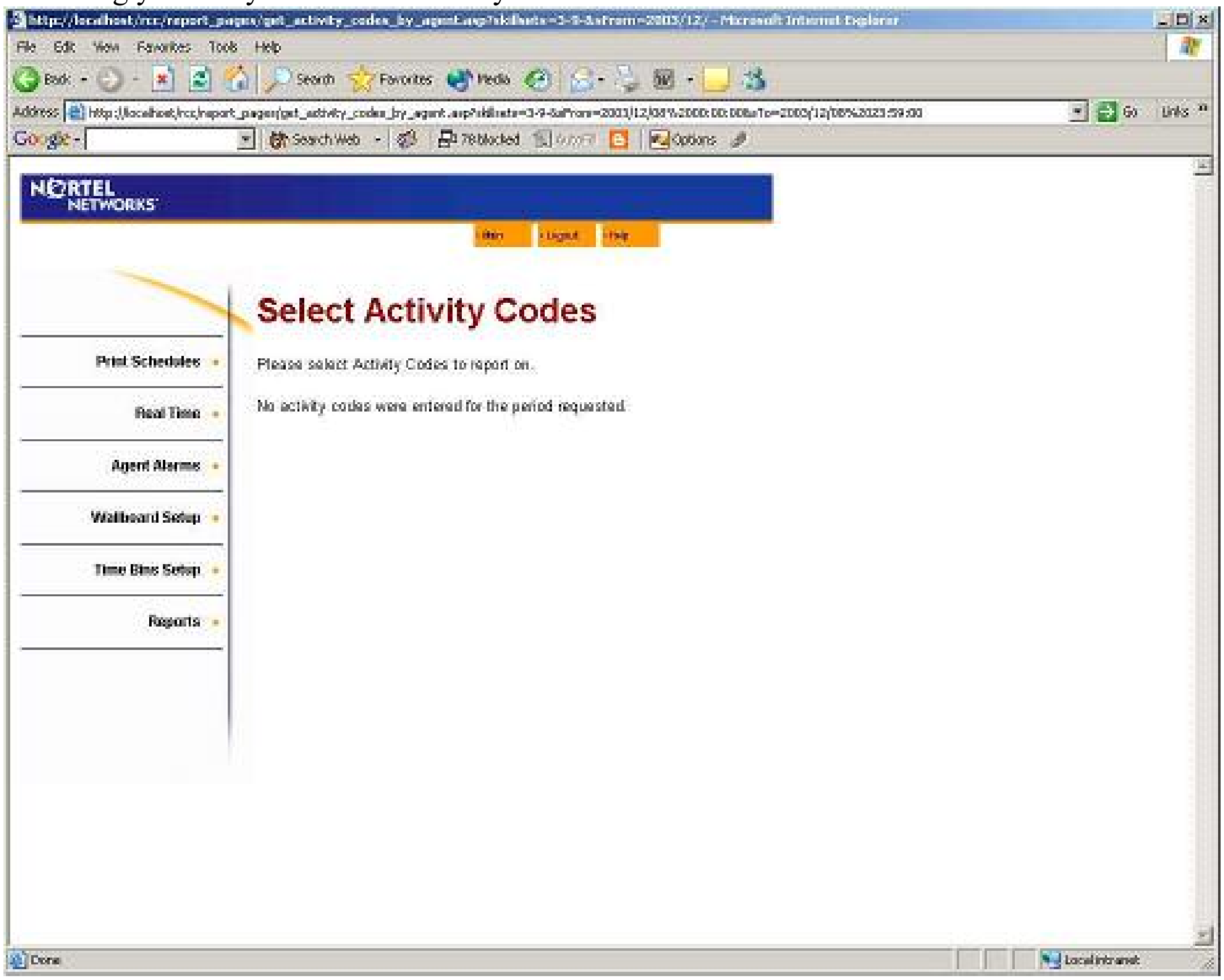


Figure 120 Select Activity Codes page – No Activity Codes

Clicking on the Show Report button (which is visible on the Activity Code Selection page when there are some Activity Codes available to select) presents you with the Activity Code Report by Skillsets report, shown below.

Company Name Happy Daze Pharmacy
Report Title Activity Code Report By Skillset
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 14:53
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

Activity Code	Skillset	Activity Time	Number of Pegs	Average Time
4 Account Qry		01:08:28	38	00:01:48
	1 Development	01:08:28	38	00:01:48
10 Catalog Rqst		01:13:26	55	00:01:20
	1 Development	01:13:26	55	00:01:20
7 Credit Appl		00:40:39	28	00:01:27
	1 Development	00:40:39	28	00:01:27
8 Credit Chk		00:27:24	9	00:03:03
	1 Development	00:27:24	9	00:03:03
9 Credit Stop		00:26:59	13	00:02:05
	1 Development	00:26:59	13	00:02:05
13 Engineer		00:07:29	6	00:01:15
	1 Development	00:07:29	6	00:01:15
14 Engineer Rt		01:29:01	33	00:02:42
	1 Development	01:29:01	33	00:02:42

Figure 121 Activity Code Report by Skillset

This report show by Skillset, which Agents entered Activity Codes.

A total is provided for each Activity Code giving a total time for which the Activities were entered, the number of individual pegs and the average time devoted to that activity.

Activity Code

Indicates which Activity Code was entered.

Skillset

Indicates which Skillset the call was associated with when the Activity Code was entered.

Activity Time

Total duration of all of the instances when that Activity Code was entered.

Number of Pegs

Indicates the number of times that Activity Code was entered.

Average Time

Average time devoted to that Activity.

Activity Code Report by Agent

Clicking on the Activity Code Report by Agent button presents you with the Activity Code Report by Agent Skillset Selection page, shown below.

Figure 122 Activity Code Report By Agent Skillset page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Activity Code Report by Agent Skillsets Selection page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button presents you with the Activity Code Selection page, shown below.

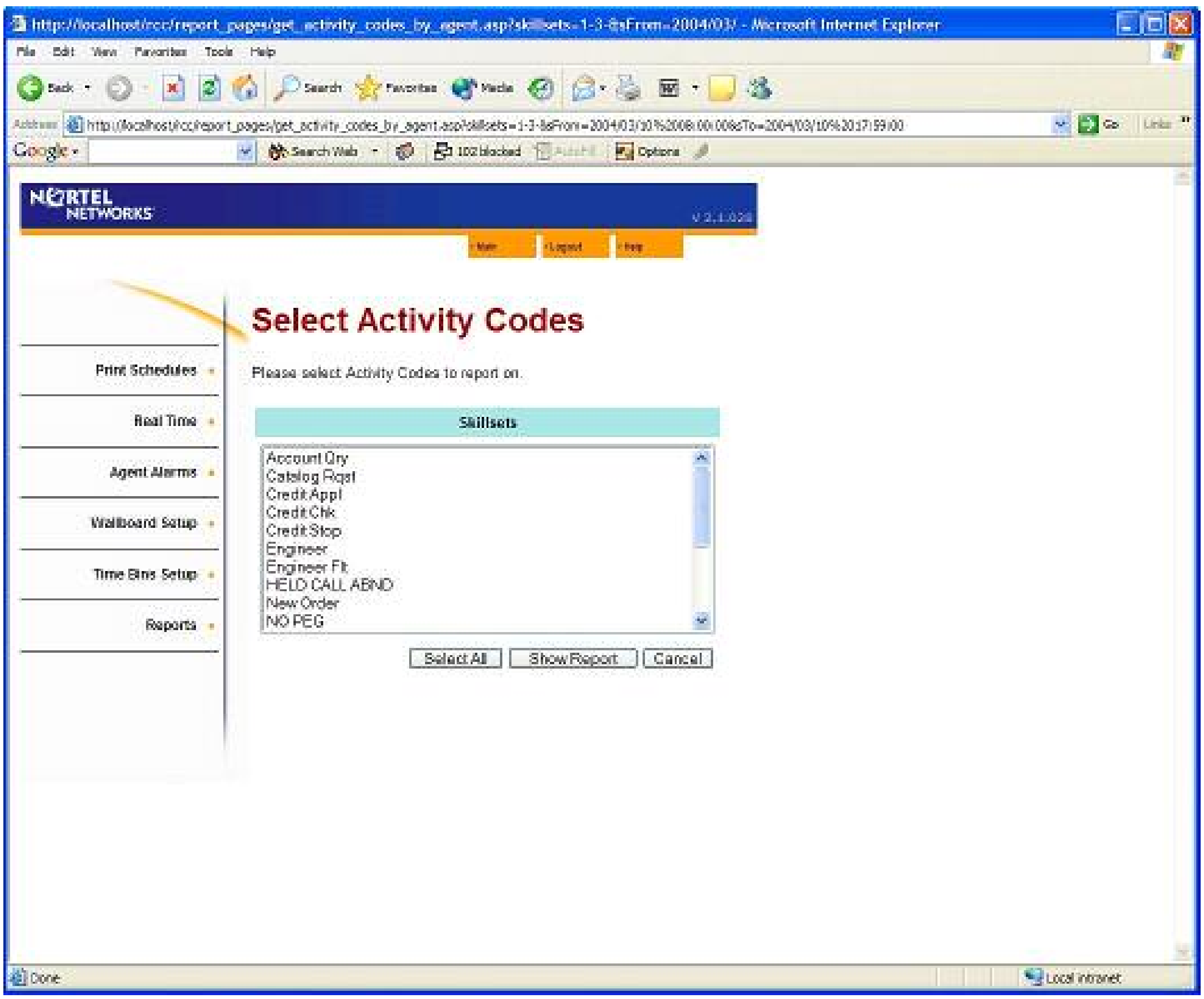


Figure 123 Select Activity Code page

This page allows you to specify which Activity Codes you wish to have included in the report.

You can click on a single Activity Code to highlight and select a single Activity Code, you can click the Select All button to highlight and select all Activity Codes, and you can hold down the

Control (CTRL) key, and click on individual Activity Codes to highlight and select a selection of Activity Codes on which to report.

Note that if you have no Activities created in the Call Center or if no Agents have ever entered an Activity Code, you will be presented with Select Activity Codes page, with a message informing you that you have no Activity Codes to choose from. This is shown below.

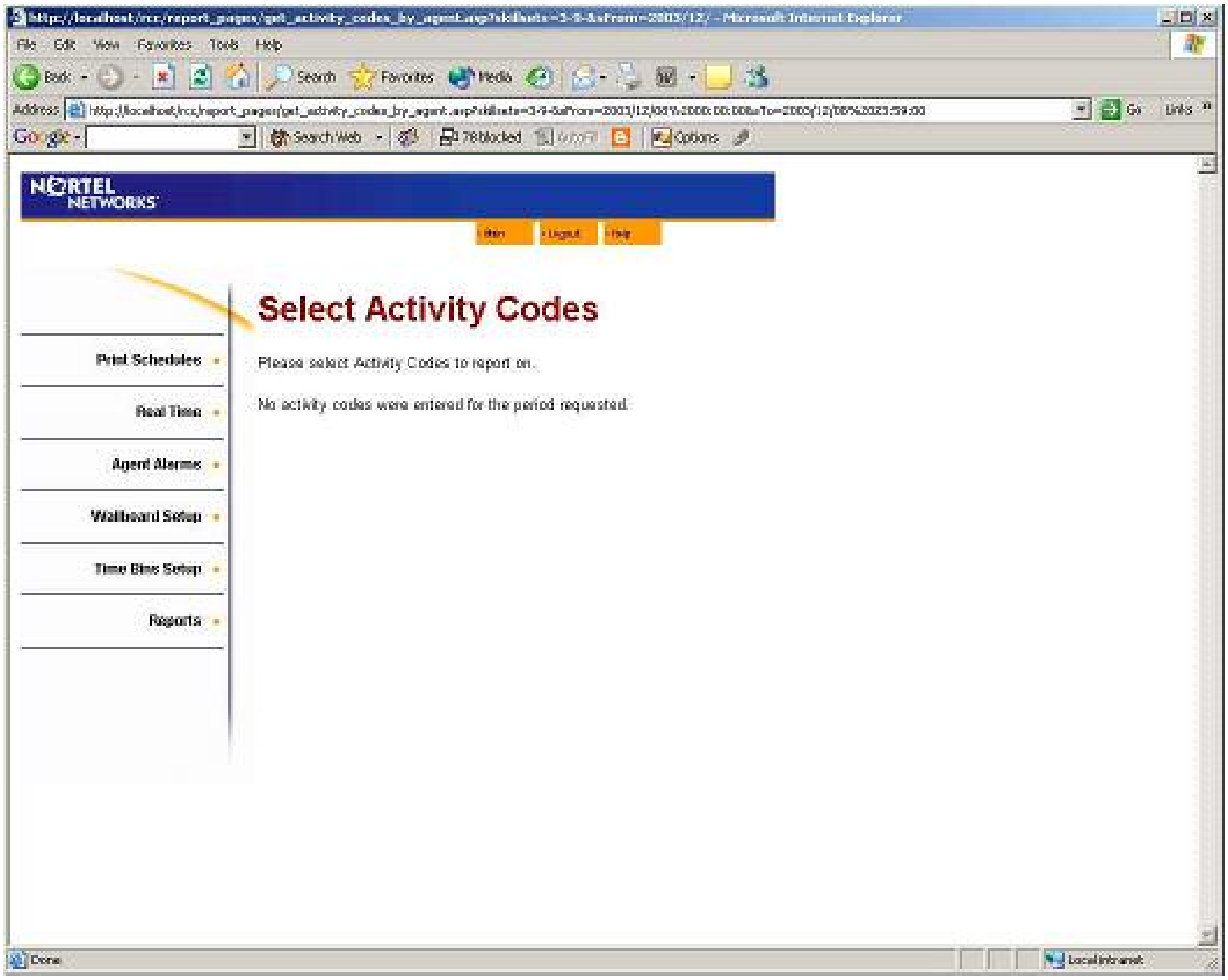


Figure 124 Select Activity Codes page – No Activity Codes

Clicking on the Show Report button (which is visible on the Activity Code Selection page when there are some Activity Codes available to select) presents you with the Activity Code Report by Agent report, shown below.

Company Name Happy Daze Pharmacy

Report Title Activity Code Report By Agents

Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59

Report Created 20 Mar 2004 14:55

Data Timestamp 12 Mar 2004 15:57

Skillsets 1, 3

Activity Code	Agent	Activity Time	Number of Pegs	Average Time
4 Account Qry		01:08:28	38	00:01:48
	1 Alison	00:02:18	2	
	4 Delia	00:10:23	7	
	5 Erica	00:02:12	2	
	6 Faith	00:02:40	2	
	8 Greta	00:19:22	7	
	9 Gloria	00:00:35	2	
	10 Hilary	00:00:36	2	
	13 Kathy	00:07:45	3	
	14 Liza	00:05:49	3	
	16 Nora	00:10:29	4	
	17 Olga	00:01:20	2	
	19 Rita	00:04:59	2	
10 Catalog Rqst		01:13:26	55	00:01:20
	1 Alison	00:19:13	8	
	5 Erica	00:02:39	3	
	6 Faith	00:09:03	5	

Figure 125 Agent Activity Code Report by Agent

This report show by Agent, which Activity Codes were entered.

A total is provided for each Activity Code per Agent giving a total time for which the Activities were entered, the number of individual pegs and the average time devoted to that activity.

Activity Code

Indicates which Activity Code was entered.

Agent

Indicates the Agent Name and ID who entered the Activity Codes.

Activity Time

Total duration of all of the instances when that Activity Code was entered.

Number of Pegs

Indicates the number of times that Activity Code was entered.

Average Time

Average time devoted to that Activity.

Activity Code Report by # of Pegs

Clicking on the Activity Code Report by # of Pegs button presents you with the Activity Code Report by # Pegs Skillset Selection page, shown below.

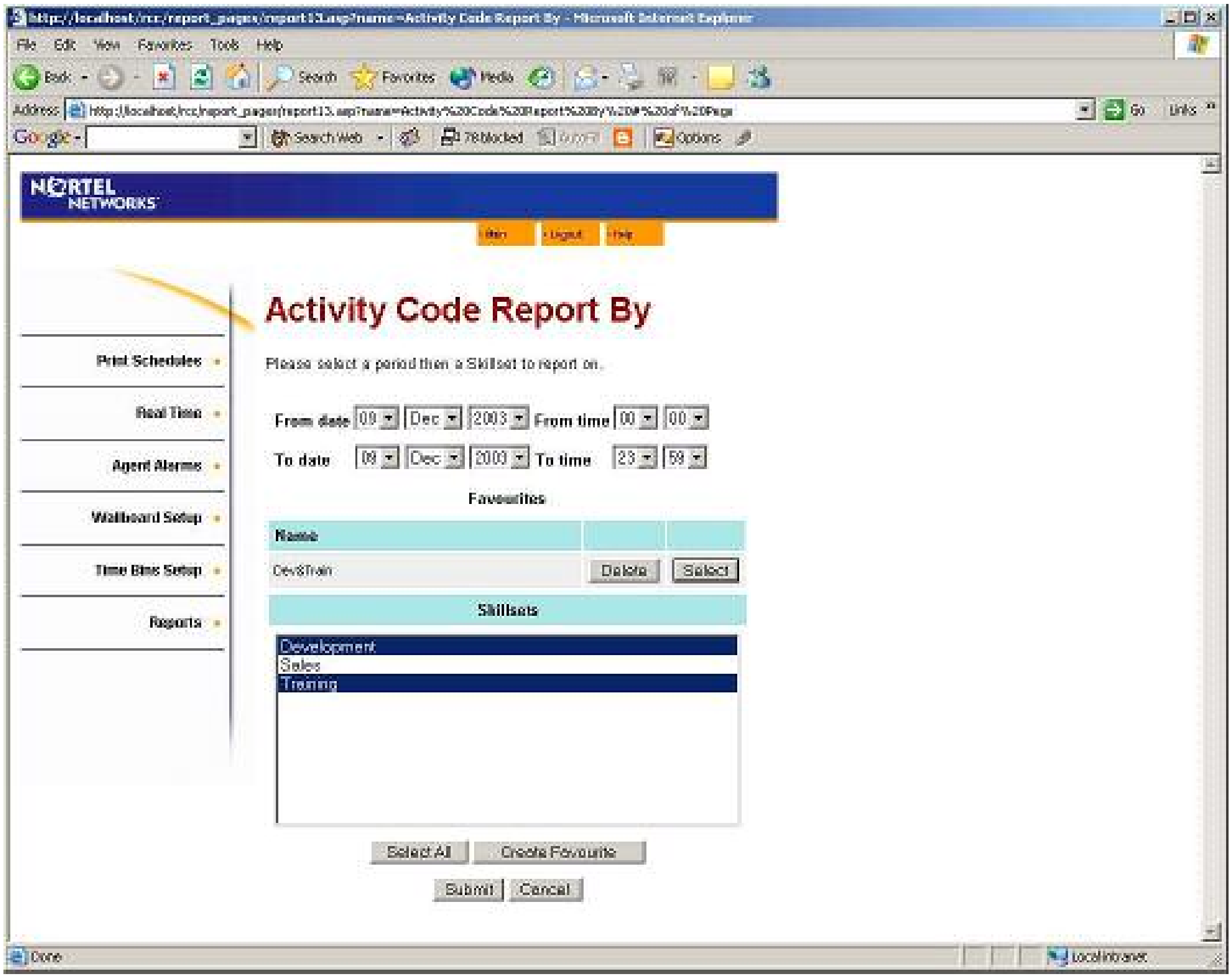


Figure 126 Activity Code Report By # of Pegs Skillset page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Activity Code Report by # of Pegs Skillset page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button presents you with the Activity Code Selection page, shown below.

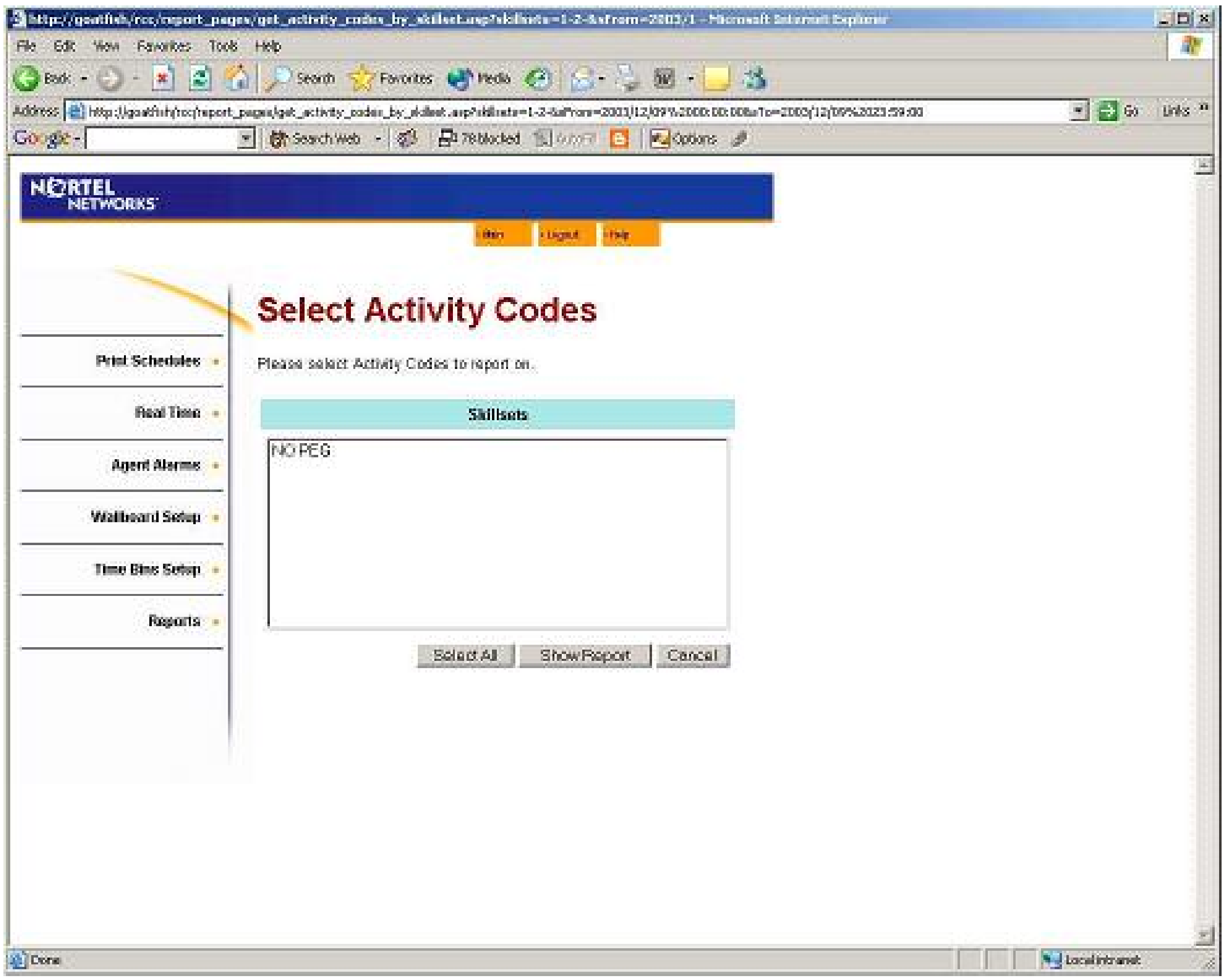


Figure 127 Select Activity Code page

This page allows you to specify which Activity Codes you wish to have included in the report.

You can click on a single Activity Code to highlight and select a single Activity Code, you can click the Select All button to highlight and select all Activity Codes, and you can hold down the

Control (CTRL) key, and click on individual Activity Codes to highlight and select a selection of Activity Codes on which to report.

Note that if you have no Activities created in the Call Center or if no Agents have ever entered an Activity Code, you will be presented with Select Activity Code page, with a message informing you that you have no Activity Codes to choose from. This is shown below.

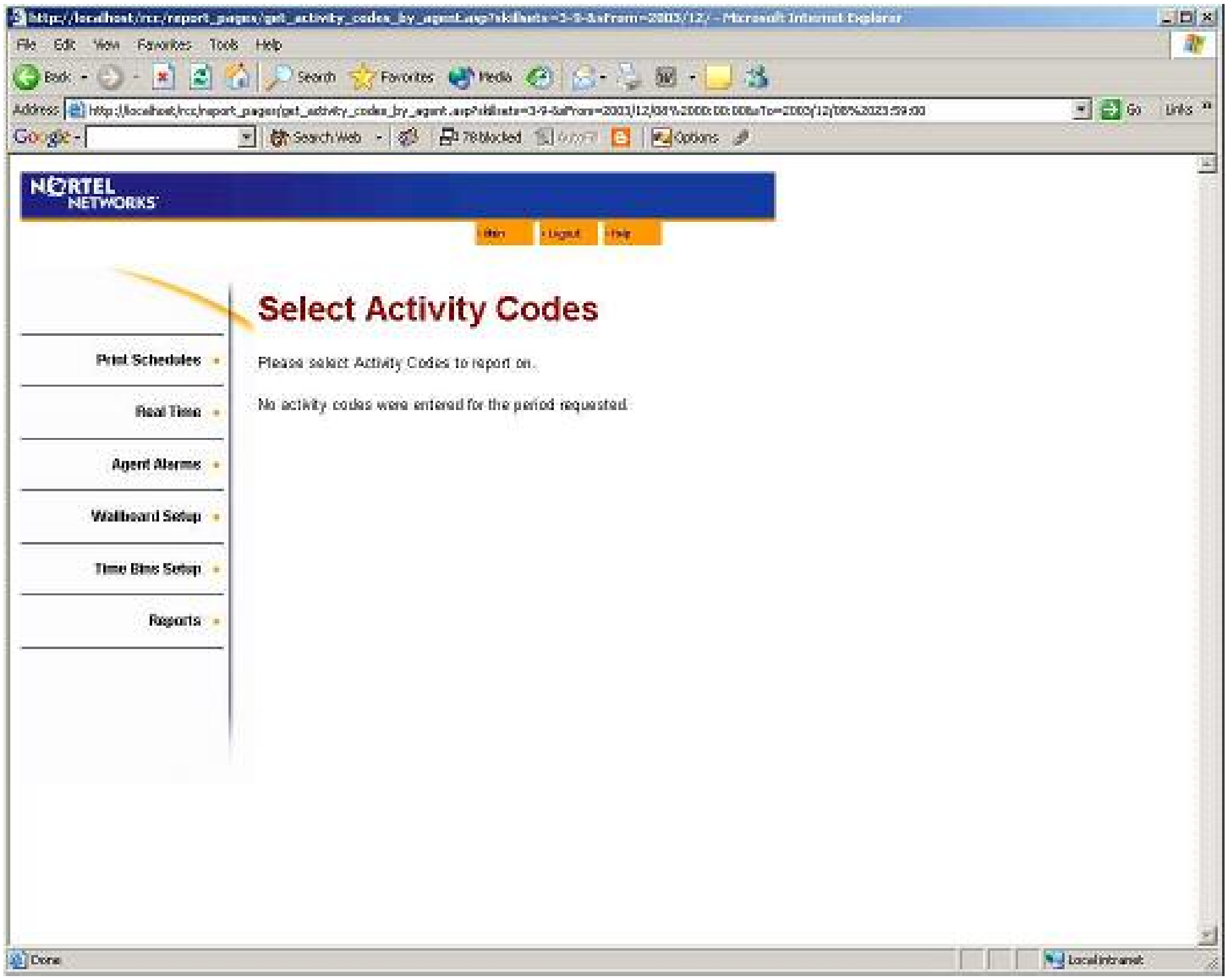
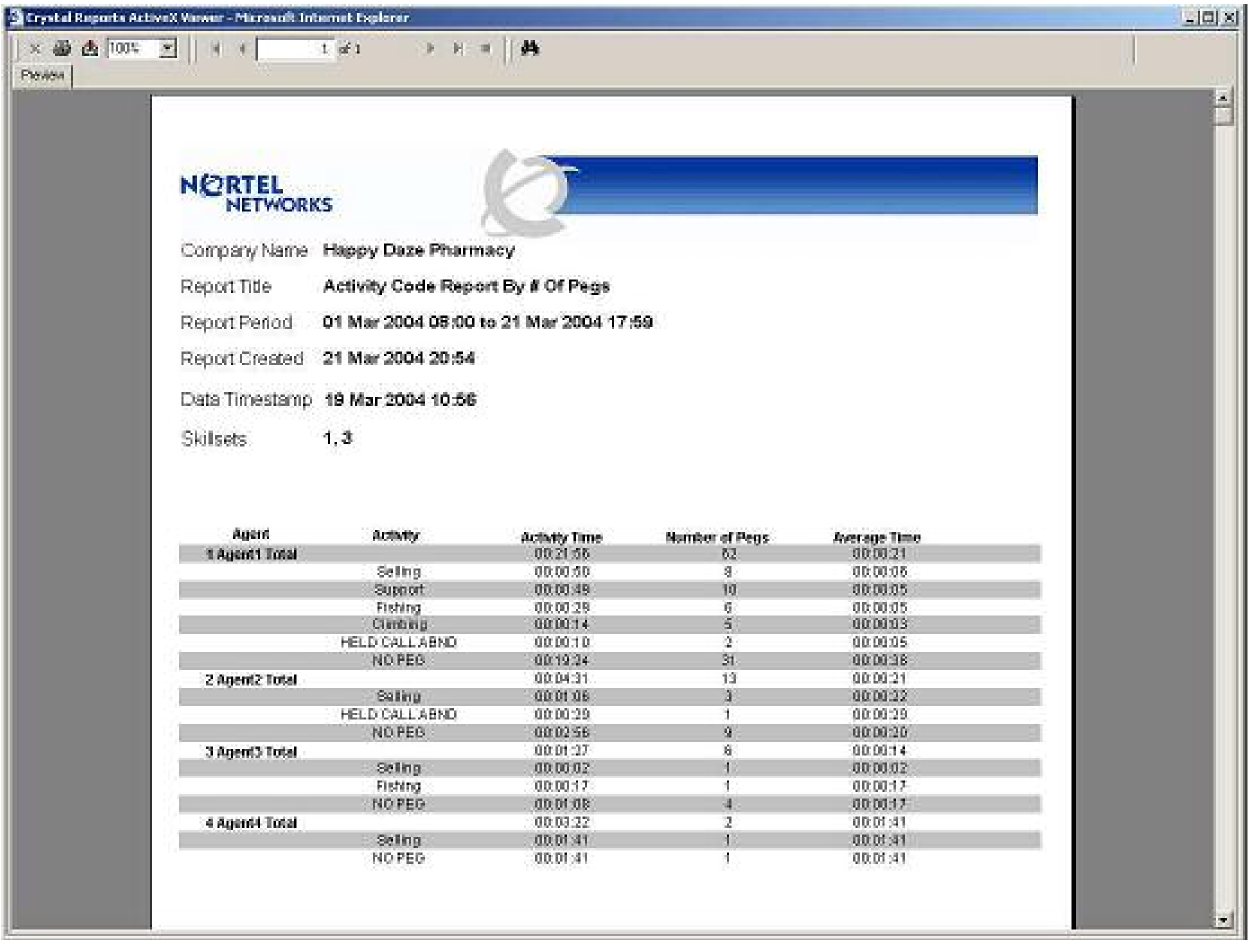


Figure 128 Select Activity Codes page – No Activity Codes

Clicking on the Show Report button (which is visible on the Activity Code Selection page when there are some Activity Codes available to select) presents you with the Activity Code Report by # of Pegs report, shown below.



Company Name Happy Daze Pharmacy
Report Title Activity Code Report By # Of Pegs
Report Period 01 Mar 2004 08:00 to 21 Mar 2004 17:59
Report Created 21 Mar 2004 20:54
Data Timestamp 19 Mar 2004 10:56
Skillsets 1, 3

Agent	Activity	Activity Time	Number of Pegs	Average Time
1 Agent1 Total		00:21:56	62	00:00:21
	Selling	00:00:50	8	00:00:06
	Support	00:00:48	10	00:00:05
	Fishing	00:00:29	6	00:00:05
	Climbing	00:00:14	5	00:00:03
	HELD CALL ABND	00:00:10	2	00:00:05
	NO PEG	00:19:24	31	00:00:38
2 Agent2 Total		00:04:31	13	00:00:21
	Selling	00:01:06	3	00:00:22
	HELD CALL ABND	00:00:29	1	00:00:29
	NO PEG	00:02:56	9	00:00:20
3 Agent3 Total		00:01:27	6	00:00:14
	Selling	00:00:02	1	00:00:02
	Fishing	00:00:17	1	00:00:17
	NO PEG	00:01:08	4	00:00:17
4 Agent4 Total		00:03:22	2	00:01:41
	Selling	00:01:41	1	00:01:41
	NO PEG	00:01:41	1	00:01:41

Figure 129 Agent Activity Code Report by Number of Pegs

This report shows, by Agent, which Activity Codes were entered.

A total is provided for each Activity Code per Agent giving a total time for which the Activities were entered, the number of individual pegs and the average time devoted to that activity.

Agent

Indicates the Agent Name and ID who entered the Activity Codes.

Activity

Indicates which Activity Code was entered.

Activity Time

Total duration of all of the instances when that Activity Code was entered.

Number of Pegs

Indicates the number of times that Activity Code was entered.

Average Time

Average time devoted to that Activity.

Summary Report

Clicking on the Summary Report button presents you with the Summary Report Skillsets page, shown below.

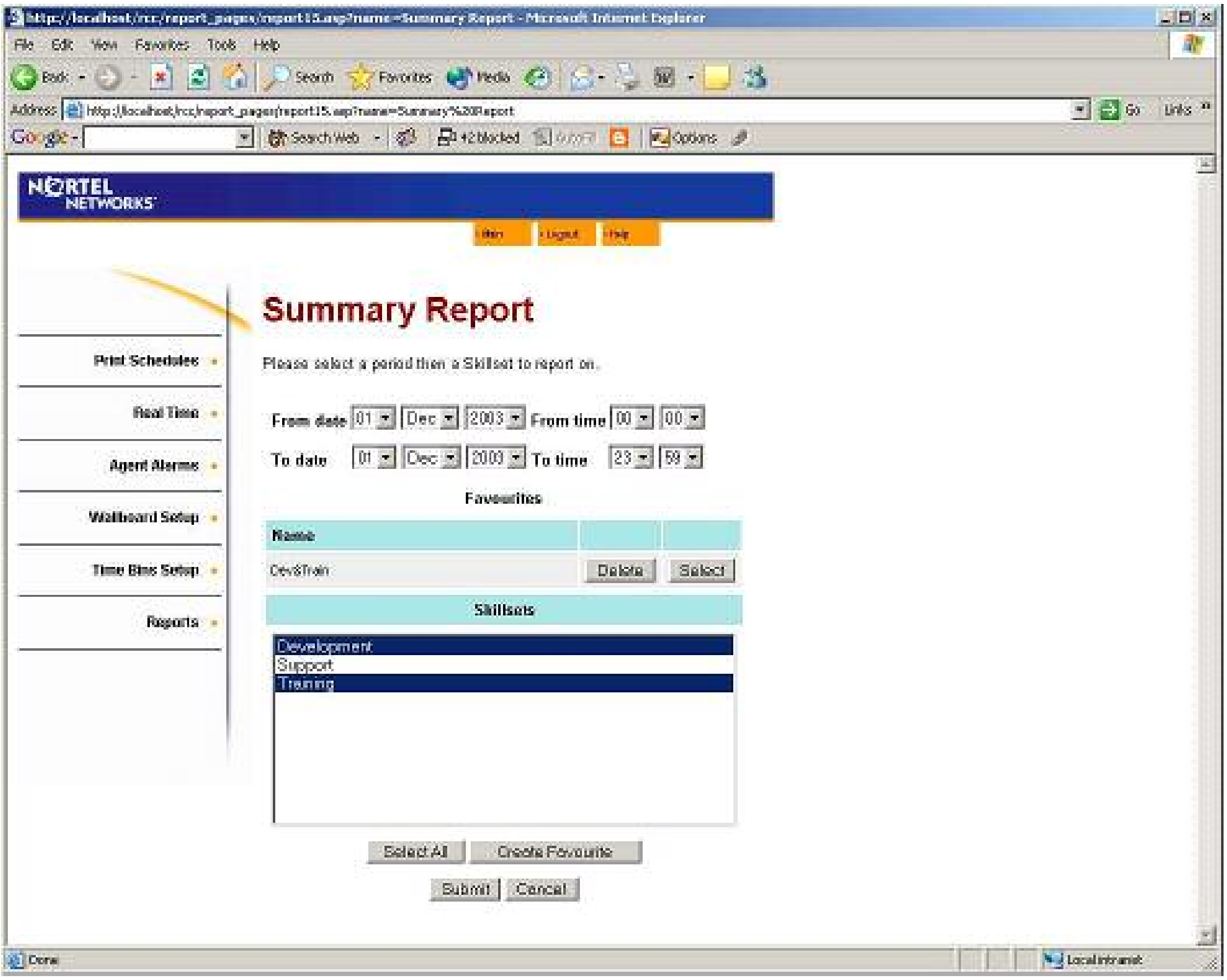


Figure 130 Summary Report Skillset page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the

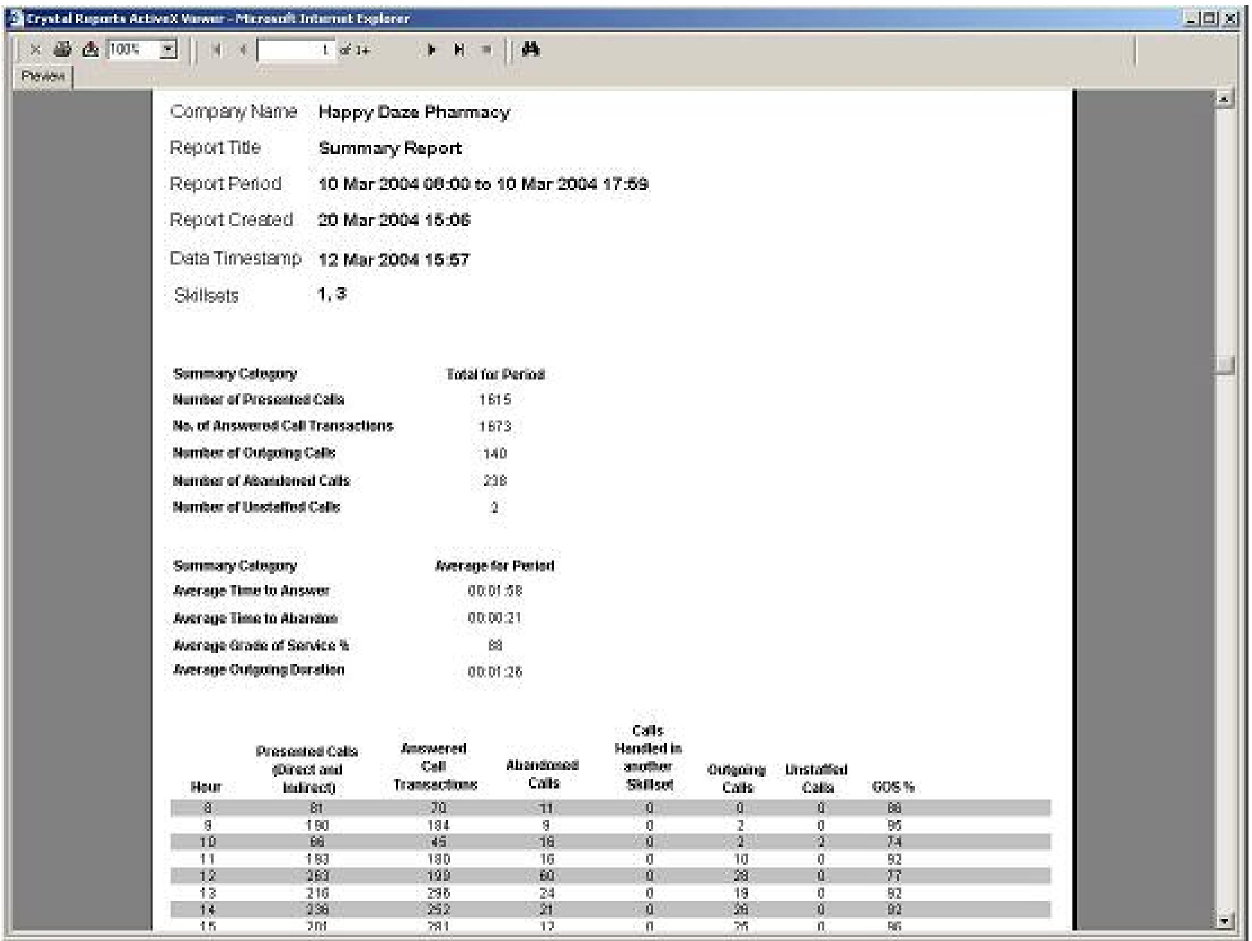
To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Summary Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button generates the report. This is shown below.



Company Name Happy Daze Pharmacy
Report Title Summary Report
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 15:06
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

Summary Category	Total for Period
Number of Presented Calls	1615
No. of Answered Call Transactions	1673
Number of Outgoing Calls	140
Number of Abandoned Calls	238
Number of Unstaffed Calls	2

Summary Category	Average for Period
Average Time to Answer	00:01:58
Average Time to Abandon	00:00:21
Average Grade of Service %	88
Average Outgoing Duration	00:01:26

Hour	Presented Calls (Direct and Indirect)	Answered Call Transactions	Abandoned Calls	Calls Handled in another Skillset	Outgoing Calls	Unstaffed Calls	GOS %
8	81	70	11	0	0	0	88
9	190	184	9	0	2	0	95
10	66	45	18	0	2	2	74
11	193	180	16	0	10	0	92
12	263	199	60	0	28	0	77
13	216	296	24	0	19	0	92
14	238	252	21	0	26	0	93
15	201	281	12	0	25	0	96

Figure 131 Summary Report

The following statistics are displayed.

Number of Presented Calls

This is the total number of calls that were presented to the Skillets included in this report. These calls might or might not have been answered. This is the total potential calls that could have been answered.

No. of Answered Call Transactions

This is the total number of call transactions that were answered. If a call is answered by an Agent and transferred to another Agent, each Agent handles a separate Call Transaction.

Number of Outgoing Calls

This is the number of Outgoing Calls placed by the Agents in the Skillsets included in the report.

Number of Abandoned Calls

This is the total number of calls that were presented to the Skillsets but the caller disconnected before they were answered.

Number of Unstaffed Calls

This is the number of calls that were presented to the Skillsets included in this report during periods when there were no Agents logged into take the calls.

Average Time To Answer

This is the average time the Answered Calls had to wait before they were answered.

Average Time To Abandon

This is the average time the Abandoned Calls waited for, before they disconnected.

Average Outgoing Duration

This is the average length of the Outgoing Calls made by the Agents in the Skillsets included in this report.

Average Grade of Service %

This is the average Grade of Service offered to the incoming callers for the Skillsets included in the report, for the duration of the period of the report.

Summary Report Table

The following statistics are presented on an hourly or daily basis according to the timescale of the Report period. As the example Report shown has a period of a single day the Time category is divided into Hours.

Time

The table is divided into Time Slots, which are either Days or Hours according to the period of the Report. Our example report here covers a single day and so the time slots are Hours.

Presented Calls (Direct and Indirect)

The total number of calls presented in this time slot. Direct Calls are those that are presented directly to the Skillset. Indirect Calls have been handled by the Call Routing of another Skillset and have either, for example, Overflowed or been manually transferred to this Skillset.

Answered Call Transactions

The number of call transactions that were answered in this time slot.

Abandoned Calls

The number of calls which abandoned during this time slot.

Calls Handled in Another Skillset

The number of calls that were targeted at this Skillset but which were answered in another Skillset due to an Overflow, Move to Queue or other Call Routing option.

Outgoing Calls

The number of Outgoing Calls that were placed by the Agents in this Skillset during this time slot.

Unstaffed Calls

The number of calls that arrived in this Skillset, in this time slot, when there were no Agents logged into it.

Grade of Service %

The Grade of Service offered to incoming callers during this time slot.

Summary Report Graphs

The Summary Report also provides a selection of Summary Graphs, each of which shows a profile of a single statistic across the time slots of the Report, covering the time period of the Report. These are shown below.

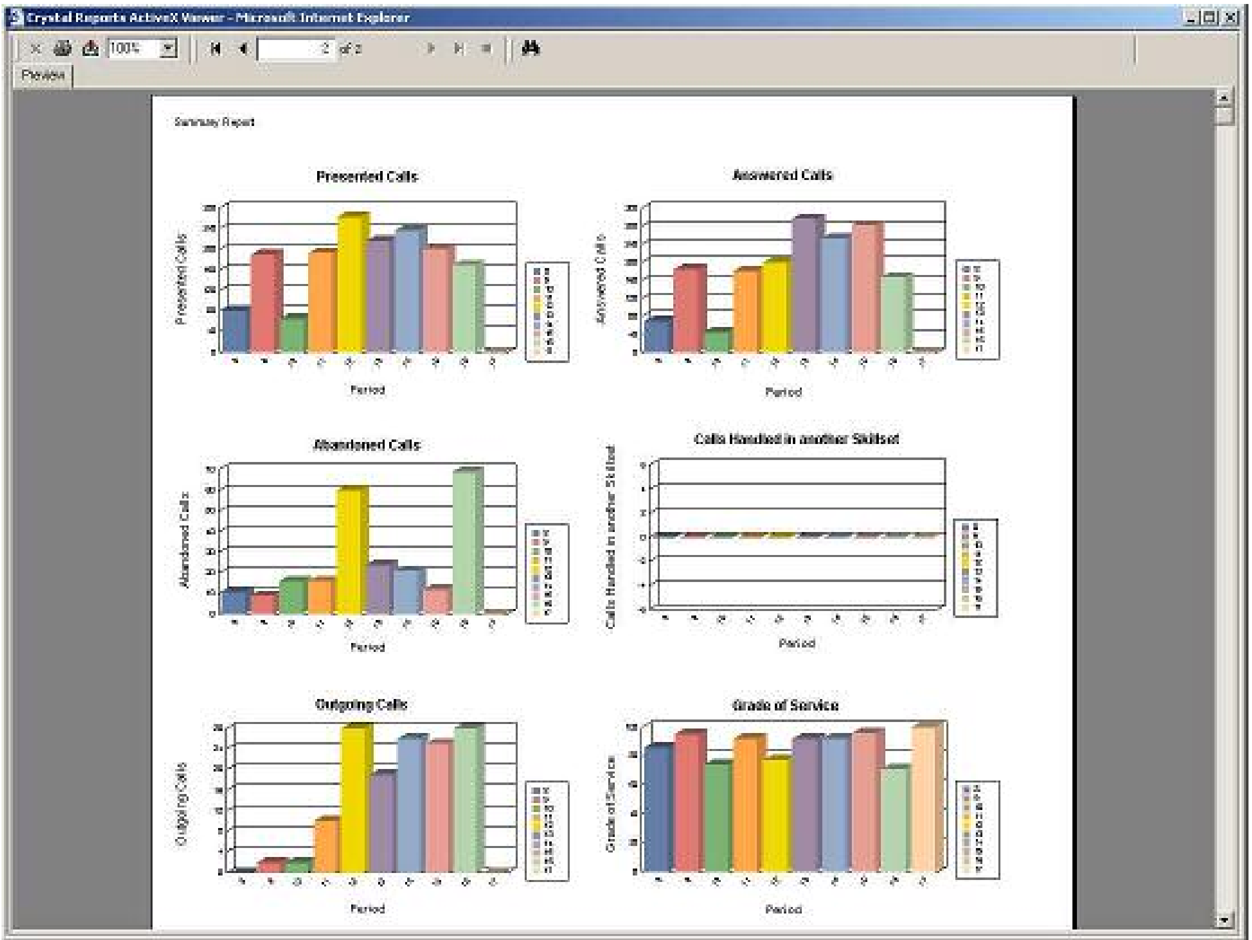


Figure 132 Summary Report Graphs

Presented Calls

This graph provides a profile of the number of calls that were presented in each time slot of the time period of the Report.

Answered Calls

This graph provides a profile of the number of calls that were answered in each time slot of the time period of the Report.

Abandoned Calls

This graph provides a profile of the number of calls that abandoned in each time slot of the time period of the Report.

Outgoing Calls

This graph provides a profile of the number of Outgoing Calls that were placed by the Agents in the Skillsets included in the Report, in each time slot of the time period of the Report.

Calls Handled In Another Skillset

This graph provides a profile of the number of calls that were targeted at the Skillsets included in this Report but which were answered in another Skillset because of some Call Routing action, in each time slot of the time period of the Report.

Grade of Service

This graph provides a profile of the grade of service offered to the incoming callers during each time slot of the time period of the Report.

Call Profile Report

Clicking on the Call Profile Report button presents you with the Call Profile Report Skillsets page, shown below.

Figure 133 Call Profile report Skillset Selection page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Call Profile Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

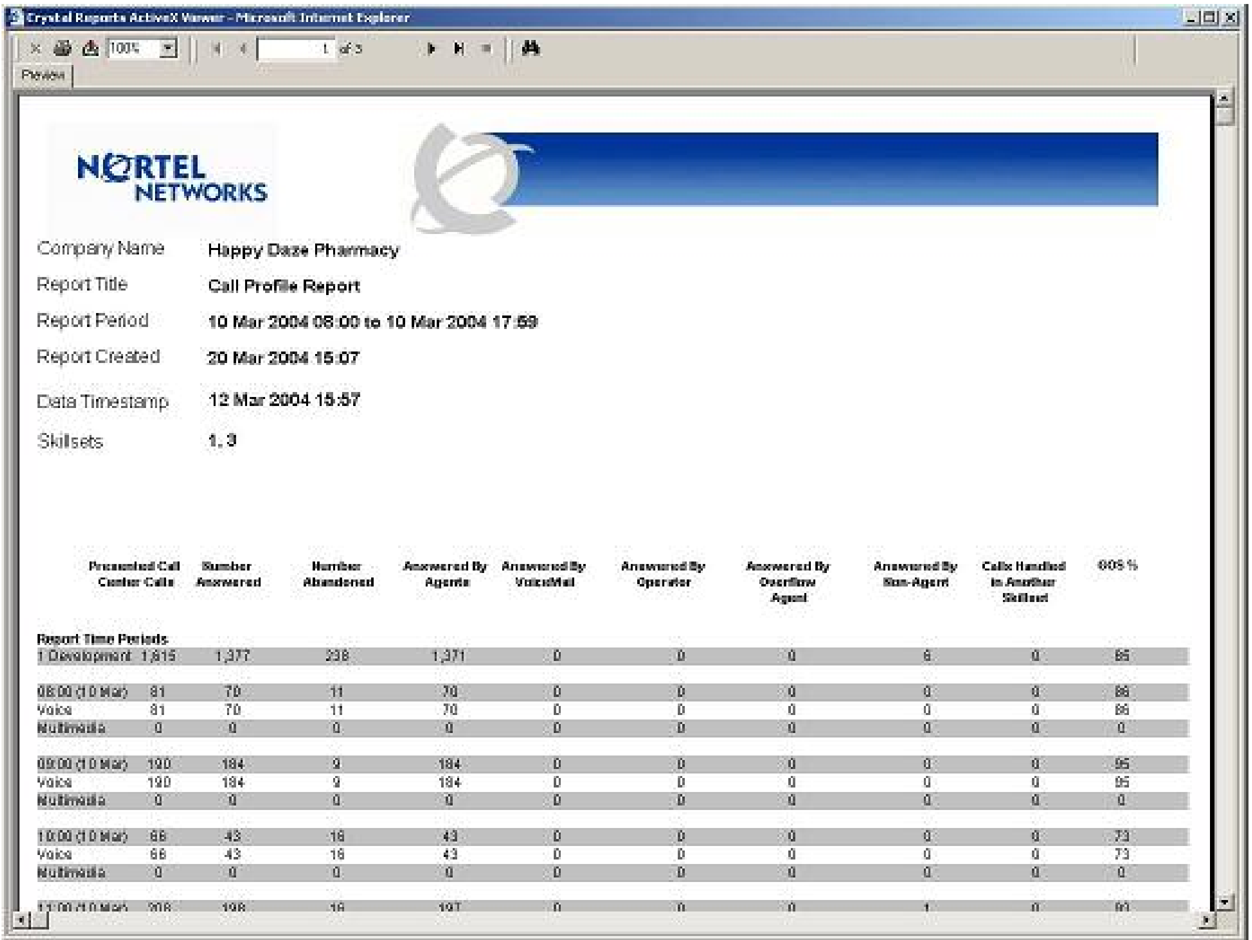
Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button generates the report. This is shown below. This report provides a breakdown of the period of the report into Time slots. The time slots will be in hours or in days, according to the length of the report period.

It is by comparing the values from the various time slots that the profile of the period can be observed. A graph is provided in this report to better understand the profile of the period.

Call Profile Report Table

The following statistics are provided in the Call Profile Report.



Company Name	Happy Daze Pharmacy
Report Title	Call Profile Report
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	20 Mar 2004 15:07
Data Timestamp	12 Mar 2004 15:57
Skillsets	1, 3

	Presented Call Center Calls	Number Answered	Number Abandoned	Answered By Agents	Answered By VoiceMail	Answered By Operator	Answered By Overflow Agent	Answered By Non-Agent	Calls Handled in Another Skillset	GOS %
Report Time Periods										
1 Development	1,615	1,377	238	1,371	0	0	0	6	0	85
08:00 (10 Mar)	81	70	11	70	0	0	0	0	0	86
Voice	81	70	11	70	0	0	0	0	0	86
Multimedia	0	0	0	0	0	0	0	0	0	0
09:00 (10 Mar)	190	184	9	184	0	0	0	0	0	95
Voice	190	184	9	184	0	0	0	0	0	95
Multimedia	0	0	0	0	0	0	0	0	0	0
10:00 (10 Mar)	66	43	16	43	0	0	0	0	0	73
Voice	66	43	16	43	0	0	0	0	0	73
Multimedia	0	0	0	0	0	0	0	0	0	0
11:00 (10 Mar)	208	198	10	197	0	0	0	1	0	90

Figure 134 Call Profile Report

Presented Call Center

Indicates the number of calls that were presented to the Skillset in each time slot. There is a breakdown showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Number Answered

Indicates the number of calls that were Answered in each time slot, with a break down showing the number of calls that were regular Voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Number Abandoned

Indicates the number of calls that were Abandoned in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Agents

Indicates the number of calls that were Answered by Agents in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Voice Mail

Indicates the number of calls that were Answered by Voice Mail in each time slot, with a break down showing the number of calls that were regular Voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Operator

Indicates the number of calls that were Answered by the Operator in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Overflow Agent

Indicates the number of calls that were Answered by Overflow Agents, in each time slot. Overflow Agents are Agents logged into another Skillset, who are considered to be temporarily logged in to the Skillset which the overflow call was targeted at. A break down shows the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Non-Agent

Indicates the number of calls that were Answered by Non-Agents in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Calls Handled in Another Skillset

Indicates the number of calls that were Answered by the Agents in other Skillsets, in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls). (Calls can be answered in another Skillset because of a routing step such as Move to Queue.)

Grade of Service

Indicates the Grade of Service offered to incoming callers during each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Call Profile Report Graph

A graph is included on the last page of the Call Profile Report, this is shown below.

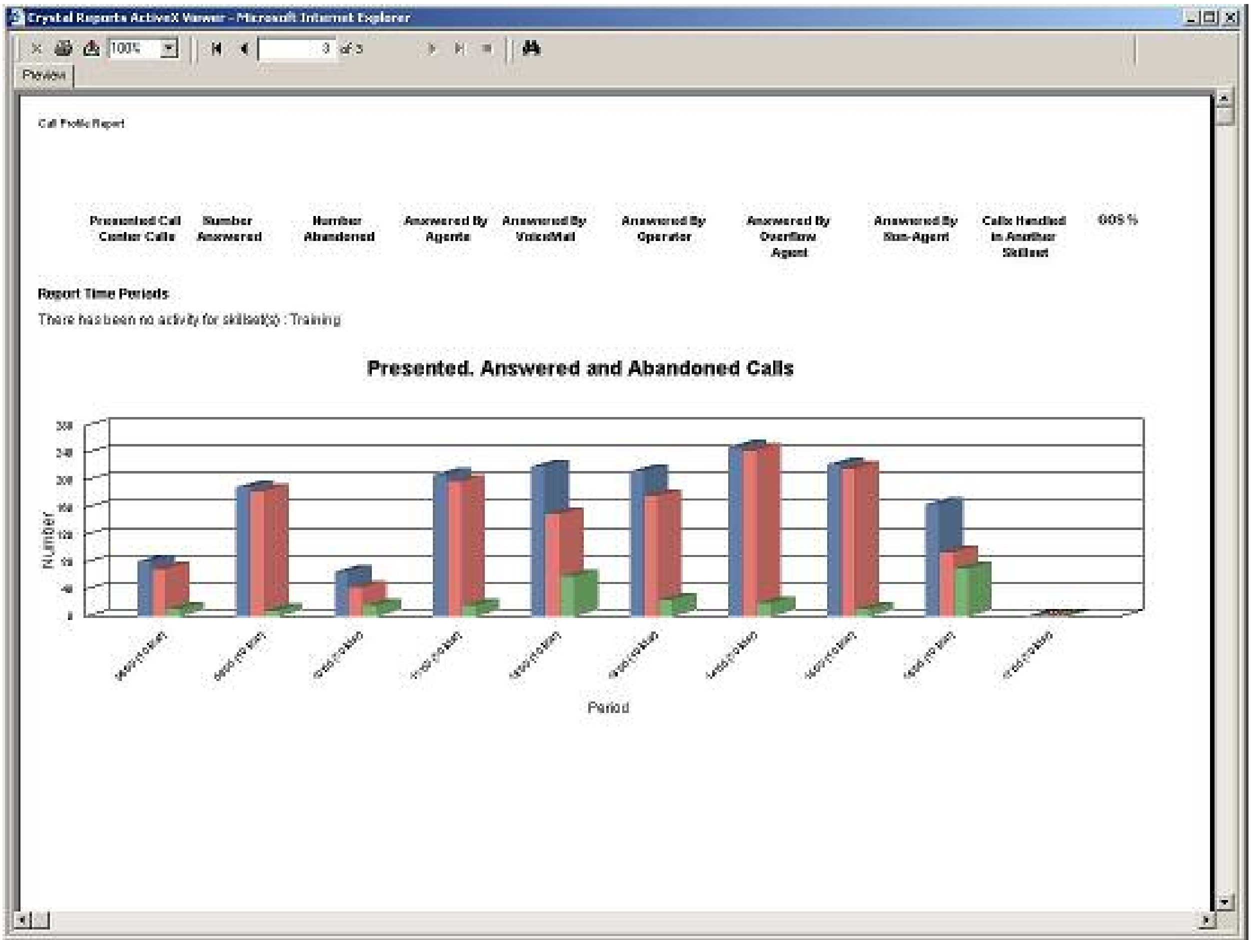


Figure 135 Call Profile Report Graph

The graph indicates the number of Call Center calls that were Presented, Answered and Abandoned for each time slot across the period of the report.

Incoming Call Report

Clicking on the Incoming Call Report button presents you with the Incoming Call Report Skillsets page, shown below.

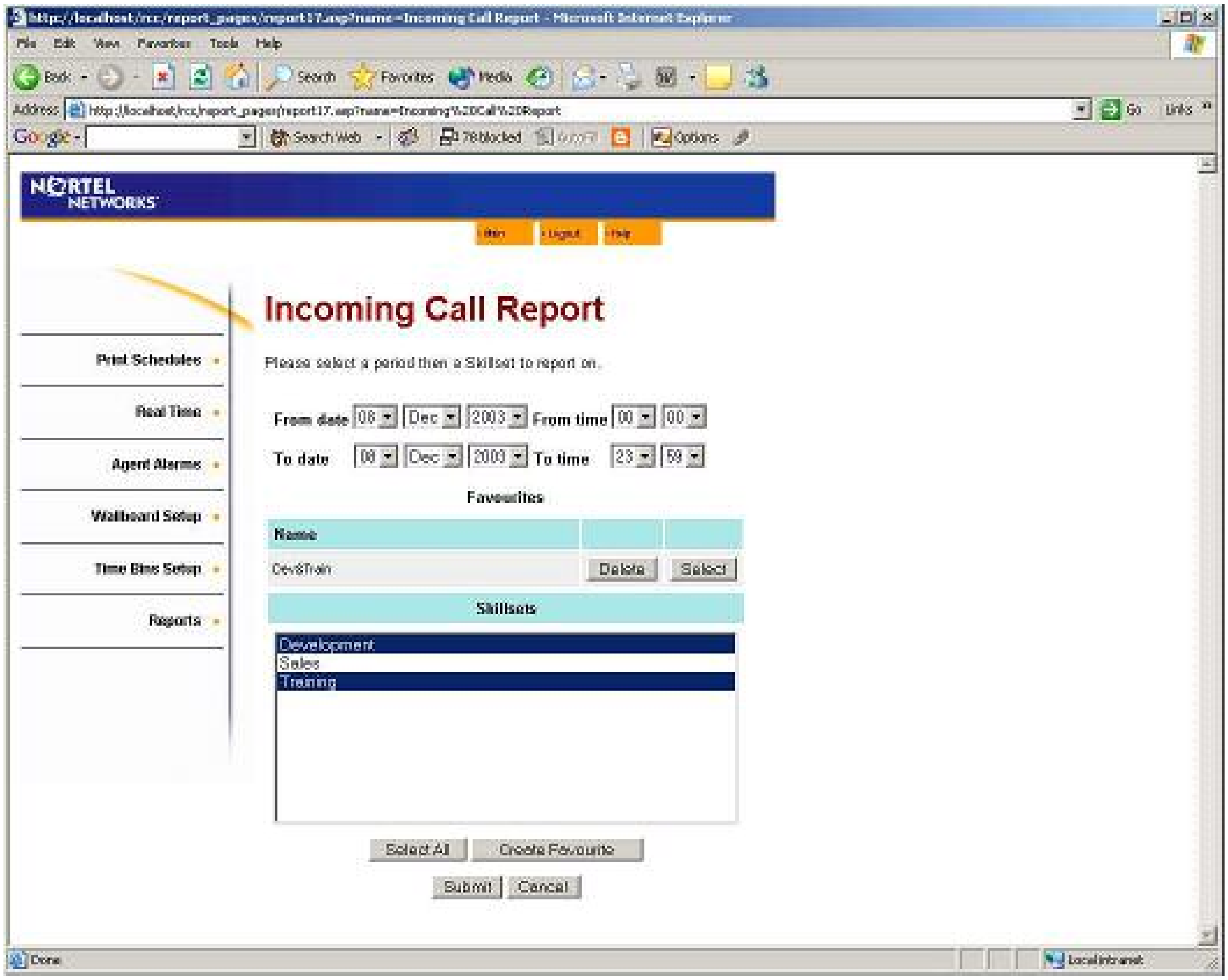


Figure 136 Incoming Call Report Skillset Selection page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Incoming Call Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.

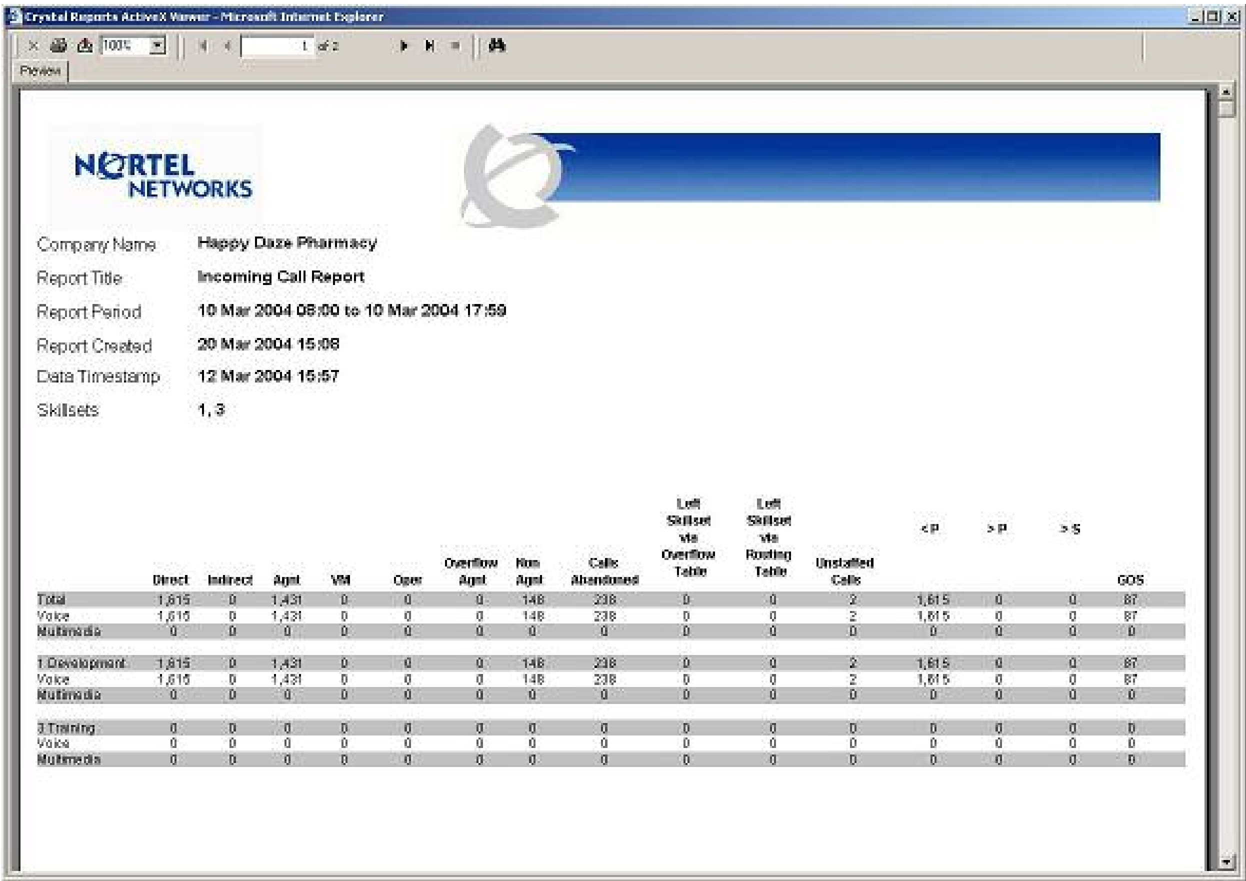
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button generates the report. This is shown below.

Incoming Call Report Table

The following statistics are presented in the Incoming Call Report Table.



Company Name: Happy Daze Pharmacy
Report Title: Incoming Call Report
Report Period: 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created: 20 Mar 2004 15:08
Data Timestamp: 12 Mar 2004 15:57
Skillsets: 1, 3

	Direct	Indirect	Agnt	VM	Oper	Overflow Agnt	Non Agnt	Calls Abandoned	Left Skillset via Overflow Table	Left Skillset via Routing Table	Unstaffed Calls	< P	> P	> S	GOS
Total	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Voice	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1 Development	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Voice	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3 Training	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Figure 137 Incoming Call Report

Direct

Indicates the number of Direct Calls that have been answered in the Skillset. Direct Calls are those calls that have not been handled by the Call Routing of another Skillset, nor by the Agents of another Skillset. They have come via the Call Routing 'direct' to the Skillset in question. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Indirect

Indicates the number of Indirect Calls that have been answered in the Skillset. Indirect Calls have been handled by the Call Routing of another Skillset or by the Agent so f another Skillset before they arrived in this Skillset. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Agent

Indicates the number of calls that have been answered by the Agents in this Skillset. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

VM

Indicates the number of calls that have been answered by the Voice Mail in this Skillset. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Oper

Indicates the number of calls that were presented to this Skillset but which were eventually answered by the Operator. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Overflow Agent

Indicates the number of calls that were presented to this Skillset and which were answered by Overflow Agents. Overflow Agents are Agents in another Skillset, who are automatically temporarily considered to be in the Skillset that the call was originally targeted at. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Non-Agent

Indicates the number of calls that were presented to this Skillset but which were eventually answered by a Non-Agent. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Calls Abandoned

Indicates the number of calls that were presented to this Skillset but which were never answered because the incoming caller cleared down the call before it could be answered. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Left Skillset via Overflow Table

Indicates the number of calls that left the Skillset due to the Call Routing programmed in the Overflow Table. (These calls have left this Skillset, they are not the same as the calls answered by Overflow Agents in this Skillset.) Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Left Skillset via Routing Table

Indicates the number of calls that left the Skillset due to the Call Routing programmed in the Routing Table. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Unstaffed Calls

Indicates the number of calls that were presented to the Skillset in the periods when there no Agent logged in. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

< P

Indicates the number of calls that were answered before the Primary Alert Threshold. (Mutually exclusive to >P and >S.) Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

> P

Indicates the number of calls that were answered after the Primary Alert Threshold but before the Secondary Alert Threshold. (Mutually exclusive to <P and >S.) Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

> S

Indicates the number of calls that were answered after the Secondary Alert Threshold. (Mutually exclusive to <P and >P.) Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

GOS

Indicates the grade of service that was offered to the incoming callers for the period of the report. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Incoming Call Report Graph

On the last page of the report, the following graph is displayed.

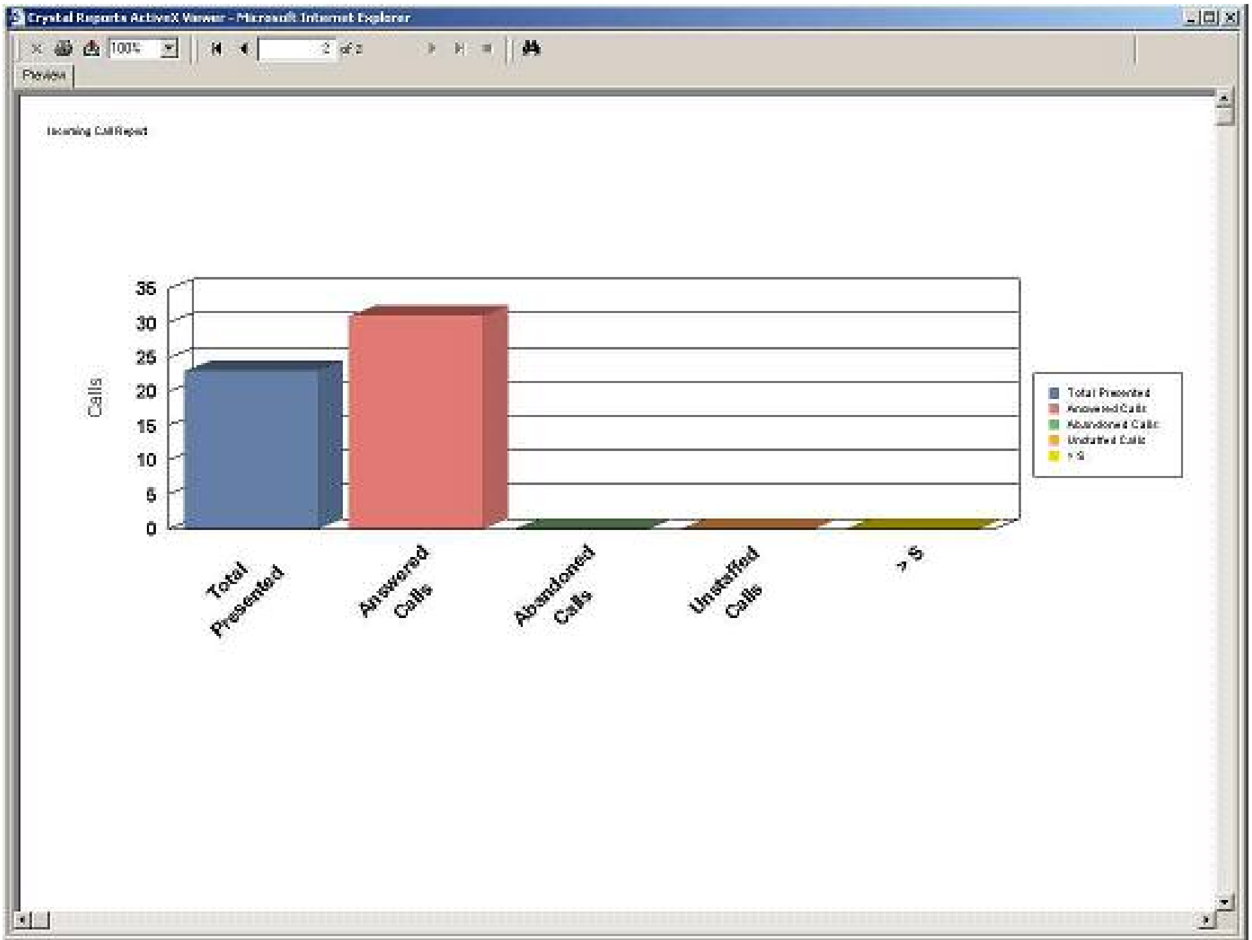


Figure 138 Incoming Call Report Graph

Total Presented

Indicates the total number of calls (both voice and Multimedia Calls) that were presented to the Skillset.

Answered Call

Indicates the total number of calls (both voice and Multimedia Calls) that were answered in the Skillset.

Abandoned Calls

Indicates the total number of calls (both voice and Multimedia Calls) that were abandoned in the Skillset.

Unstaffed Calls

Indicates the total number of calls (both voice and Multimedia Calls) that were presented to the Skillset during those periods when there were no Agents logged in.

> S

Indicates the total number of calls (both voice and Multimedia Calls) that were answered after the Secondary Alert Threshold.

Unanswered Help Request Report

Clicking on the Unanswered Help Request Report button presents you with the Unanswered Help Request Report Period Selection page, shown below.

This page allows you to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

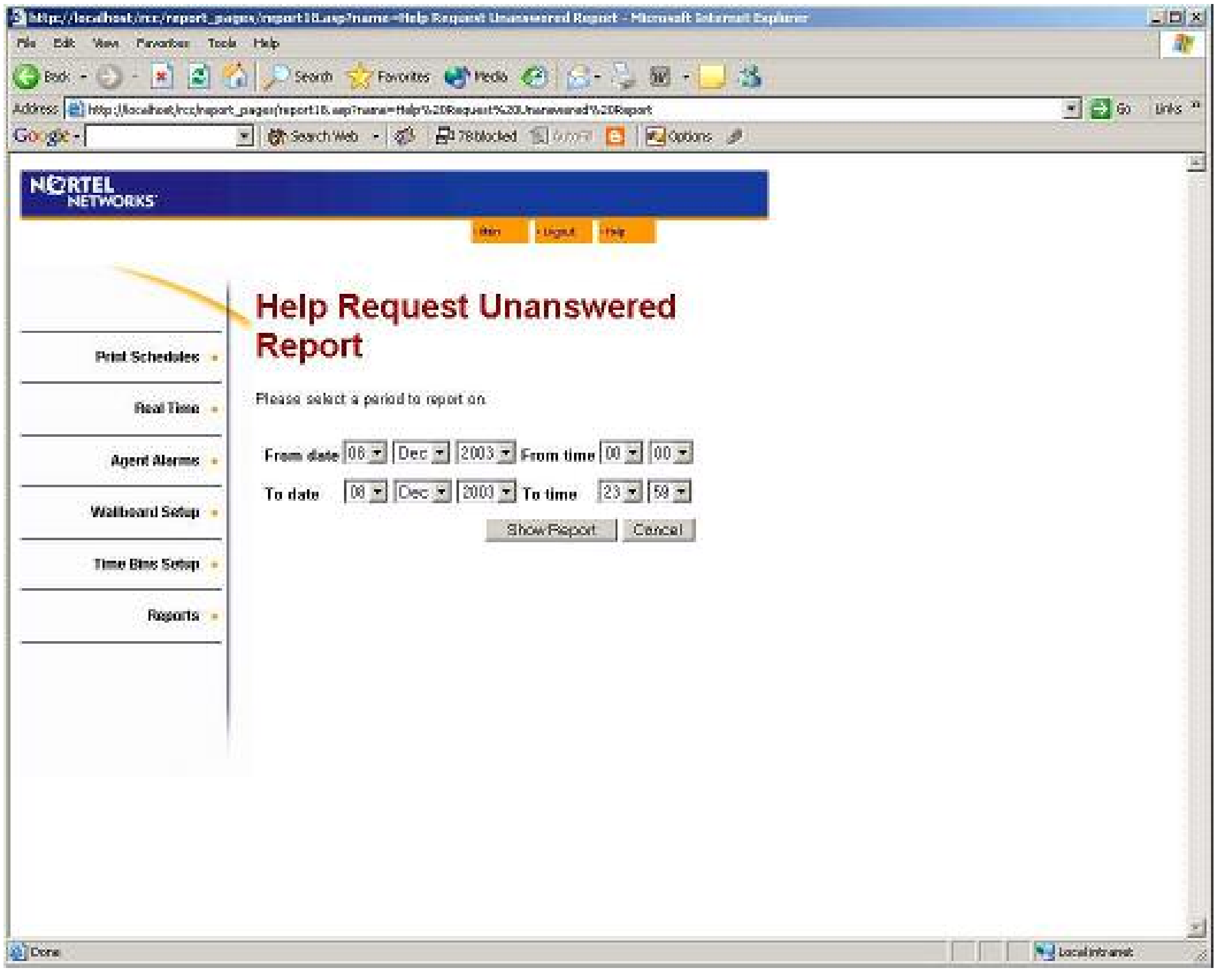


Figure 139 Unanswered Help Request Report Selection page

Clicking on the Show Report button presents you with the report. This is shown below.

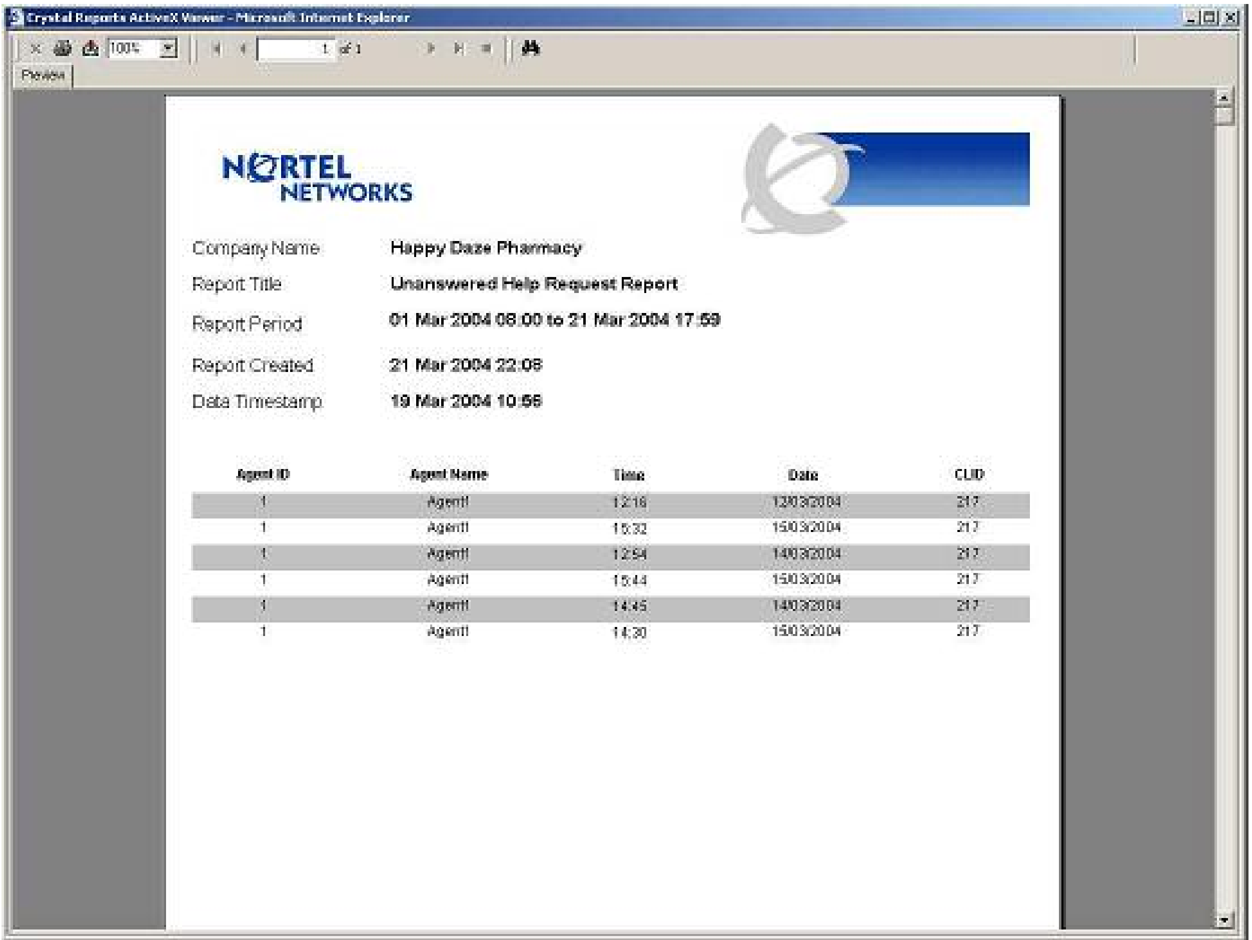


Figure 140 Unanswered Help Request Report

Agent ID

Indicates the Agent Log In ID (as specified in Call Center).

Agent Name

Indicates the Agent Name (as specified within Call Center).

Time

Indicates the time the help request was made

Date

Indicates the date when the help request was made.

CLID

Calling Line ID of the call the Agent was handling at the time of the help request.

Agent Average Report by Agent

Clicking on the Agent Average Report by Agent button presents you with the Agent Average Report by Agent Skillsets page, shown below.

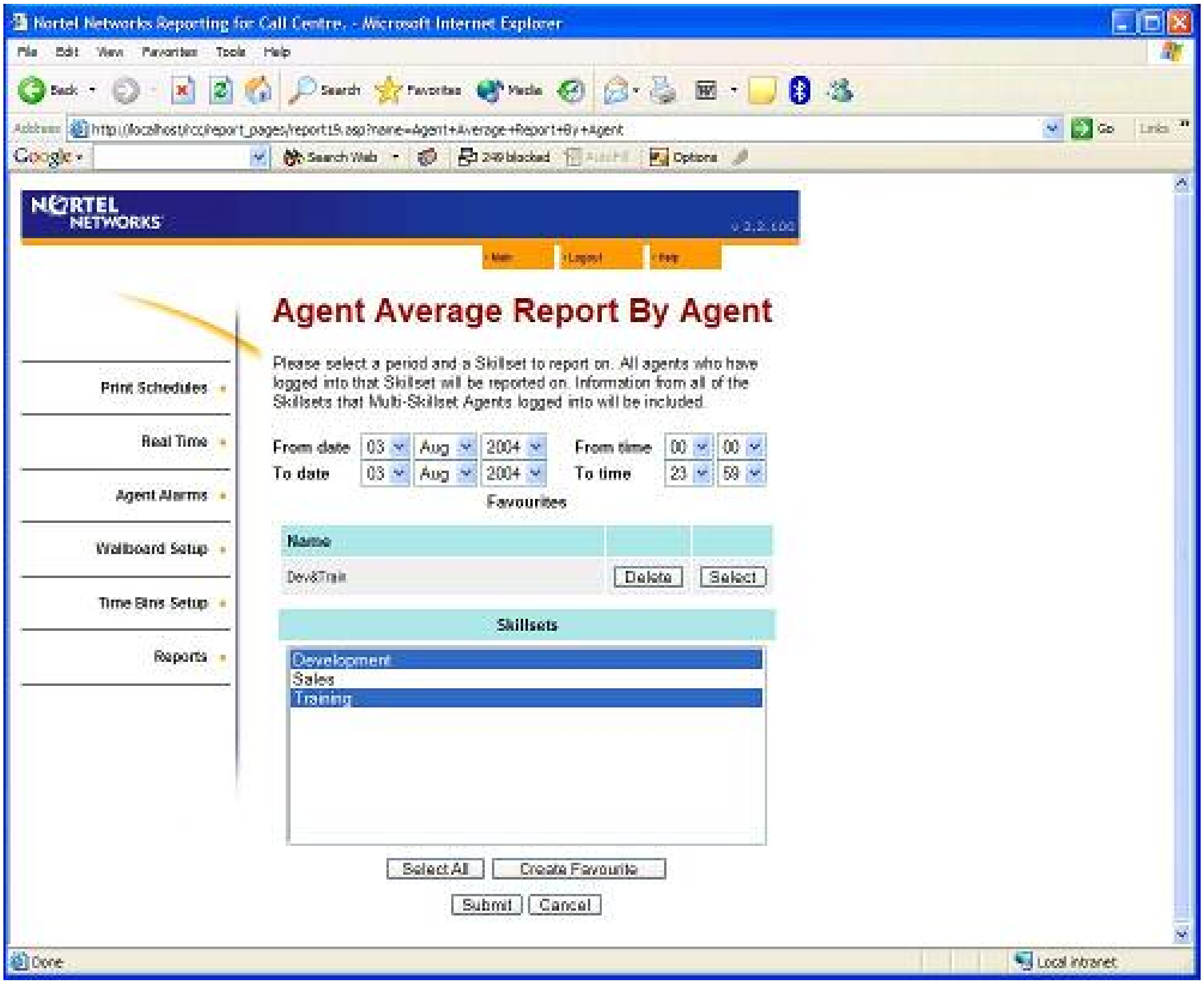


Figure 141 Agent Average Report by Agent Skillset Selection Page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the

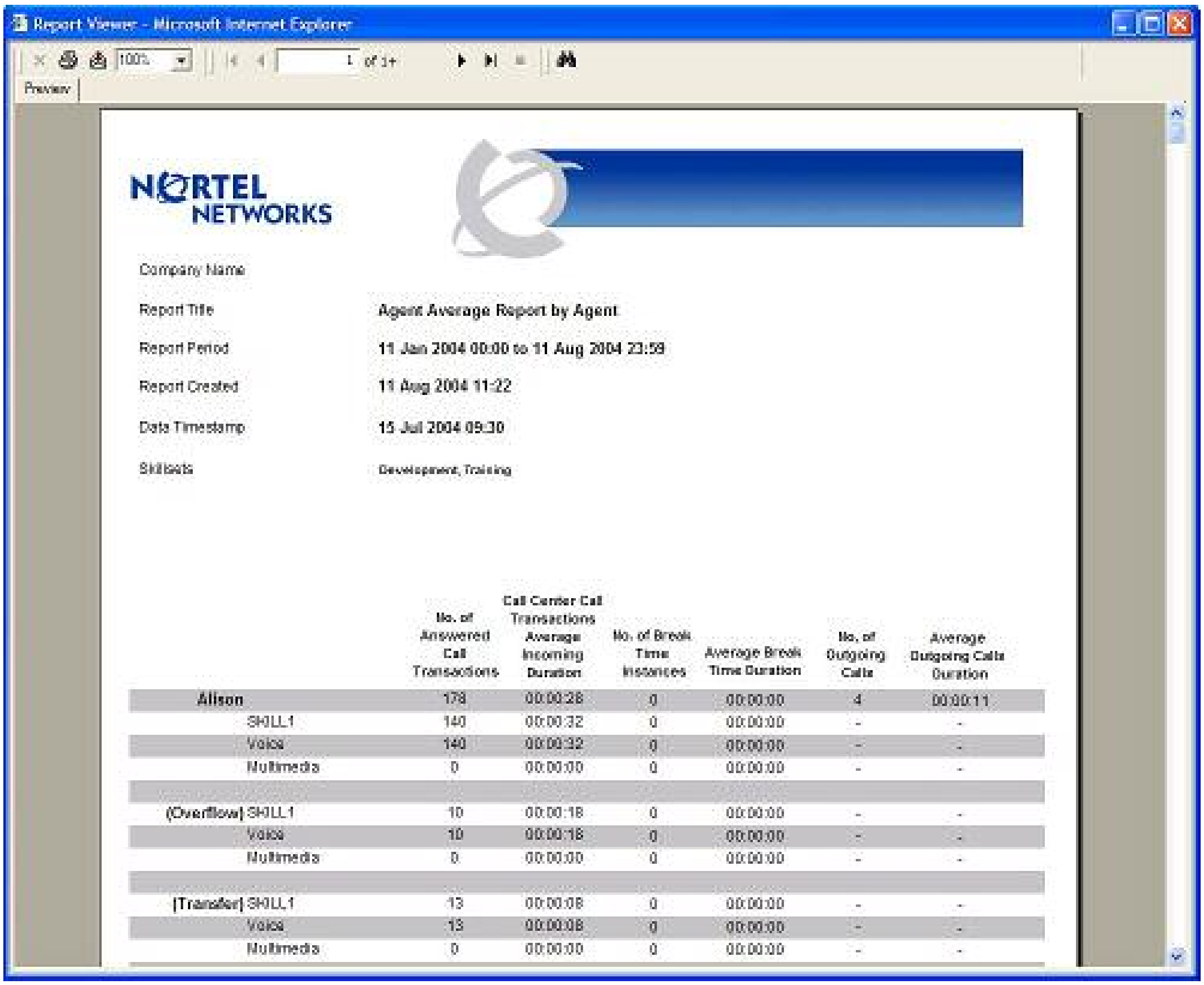
To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Call Average Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button generates the report.



Company Name

Report Title: Agent Average Report by Agent

Report Period: 11 Jan 2004 00:00 to 11 Aug 2004 23:59

Report Created: 11 Aug 2004 11:22

Data Timestamp: 15 Jul 2004 09:30

Skillsets: Development, Training

	No. of Answered Call Transactions	Call Center Call Transactions Average Incoming Duration	No. of Break Time Instances	Average Break Time Duration	No. of Outgoing Calls	Average Outgoing Calls Duration
Allison	178	00:00:28	0	00:00:00	4	00:00:11
SKILL1	140	00:00:32	0	00:00:00	-	-
Voice	140	00:00:32	0	00:00:00	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-
(Overflow) SKILL1	10	00:00:18	0	00:00:00	-	-
Voice	10	00:00:18	0	00:00:00	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-
(Transfer) SKILL1	13	00:00:08	0	00:00:00	-	-
Voice	13	00:00:08	0	00:00:00	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-

Figure 142 Agent Average Report by Agent

For each Skillset, Agent by Agent the average durations of six Call Center statistics are displayed. For calls that have been transferred to the Agent the word Transferred will appear at

the start of the line for that Agent. Likewise, if the Call Transaction was for an overflowed call the word Overflow will appear at the start of the line for that Agent.

An Agent can therefore have up to three lines displayed for them, separating out the direct Call Center Call Transactions from the Transferred and Overflowed transactions.

No. of Answered Call Transactions

Indicates the number of Call Center transactions that this Agent has answered.

Call Center Call Transactions Average Incoming Duration

Indicates the average duration of the Call Center Call Transactions answered by this Agent.

No. of Break Time Instances

Indicates the number of times this Agent received Break Time from the Call Center.

Average Break Time Duration

Indicates the average duration of the Break Time periods this Agent received.

No. Of Outgoing Calls

Indicates the number of Outgoing Calls this Agent placed. This does not include internal calls, only calls that were made outside of the premises.

Average Outgoing Calls Duration

Indicates the average duration of the Outgoing Calls that this Agent made.

Agent Activity Report by Skillset

Clicking on the Agent Activity Report by Agent button presents you with the Agent Activity Report by Agent Skillsets page, shown below.

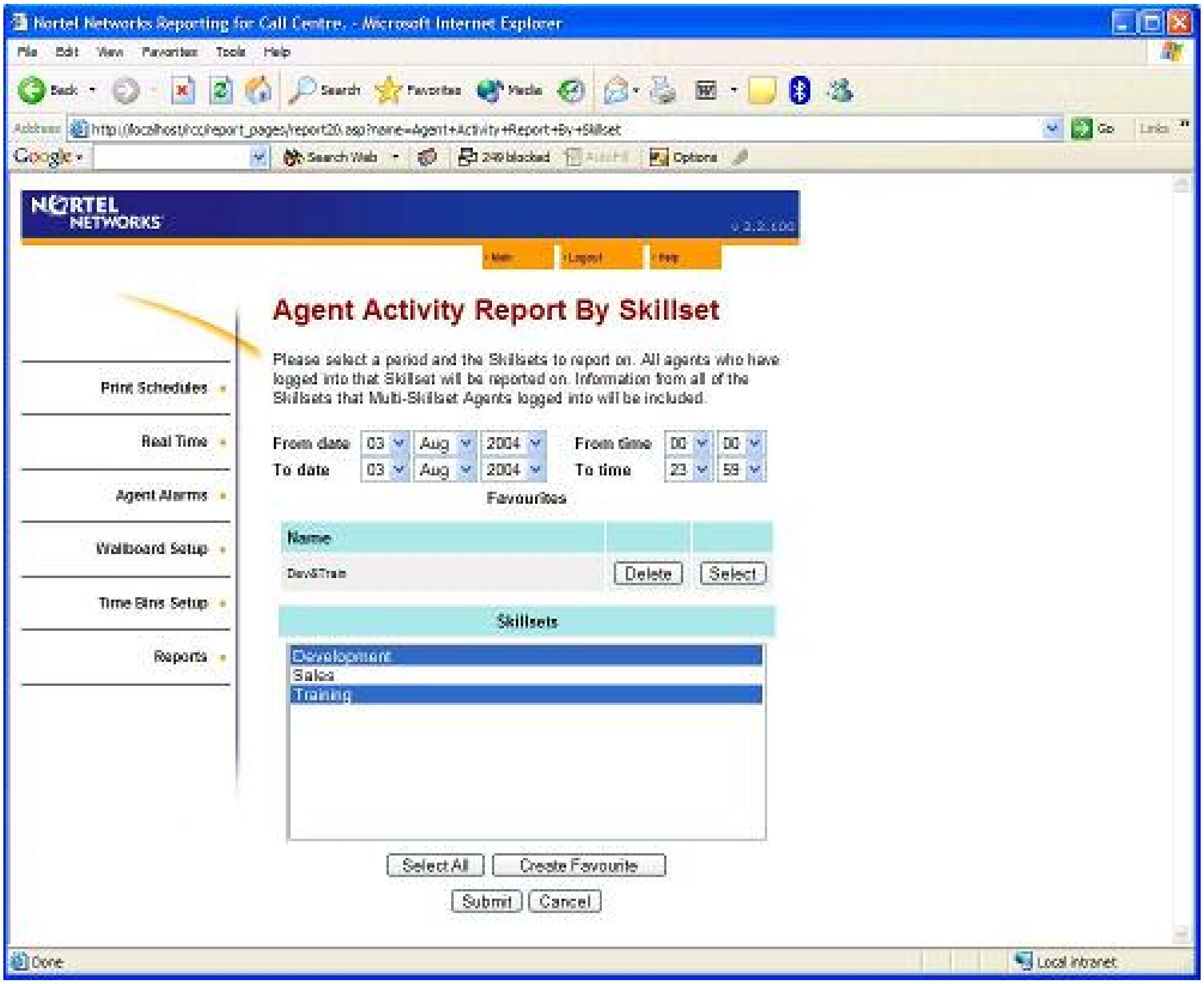


Figure 143 Agent Activity Report by Agent Skillset Selection Page

This page allows you to select the Skillsets you wish to have included in the report, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

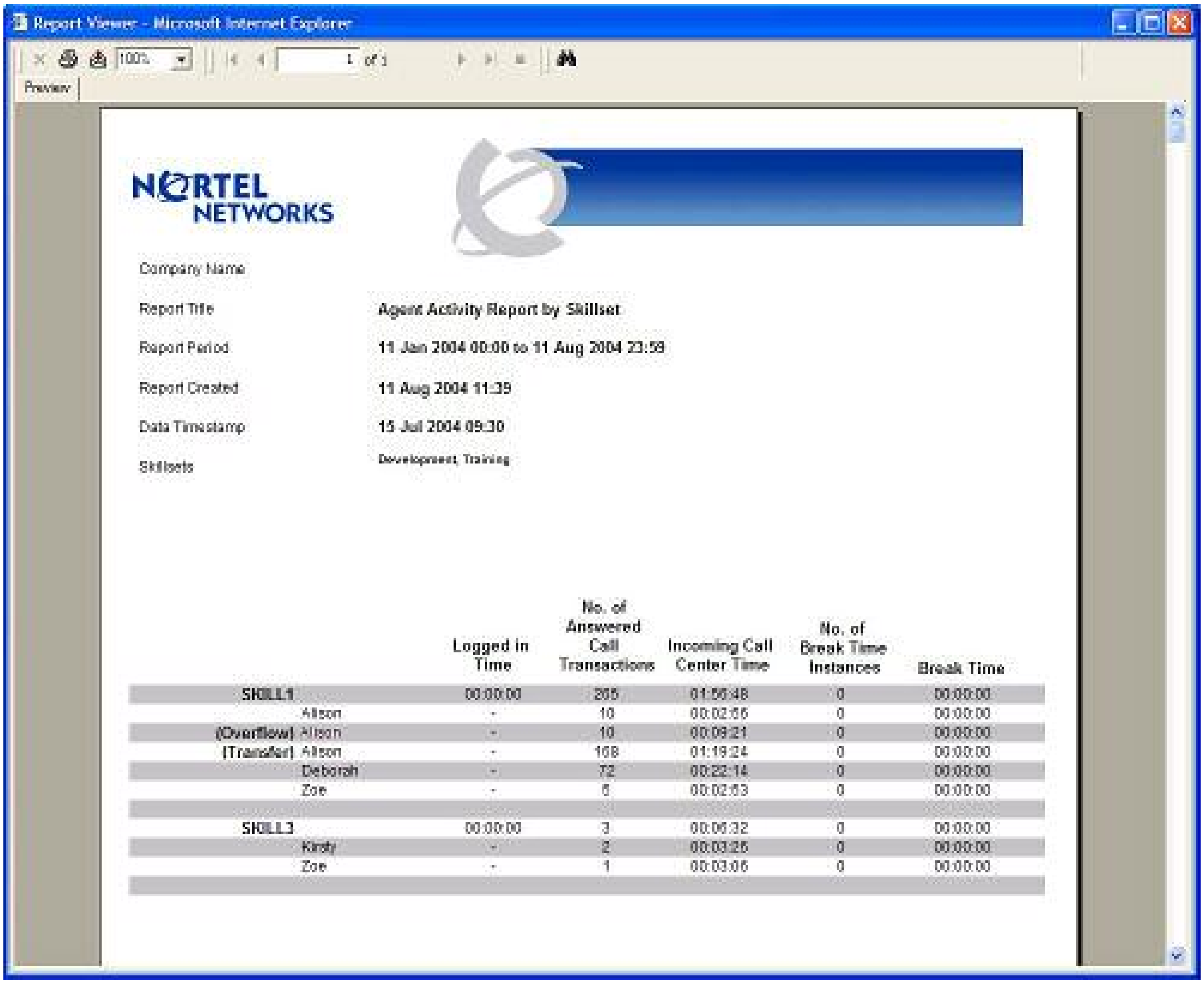
The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values. The Call Average Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 60.
- For a discussion on using Favourites, see page 61.

Our example User Mary Smith has used her Dev&Train Favourite to highlight and select the Development and Training Skillsets.

Clicking on the Submit button generates the report.


Report Viewer - Microsoft Internet Explorer

Preview

Company Name	
Report Title	Agent Activity Report by Skillset
Report Period	11 Jan 2004 00:00 to 11 Aug 2004 23:59
Report Created	11 Aug 2004 11:39
Data Timestamp	15 Jul 2004 09:30
Skillsets	Development, Training

		Logged in Time	No. of Answered Call Transactions	Incoming Call Center Time	No. of Break Time Instances	Break Time
SKILL1		00:00:00	265	01:56:48	0	00:00:00
	Alison	-	10	00:02:56	0	00:00:00
(Overflow)	Alison	-	10	00:09:21	0	00:00:00
[Transfer]	Alison	-	168	01:19:24	0	00:00:00
	Deborah	-	72	00:22:14	0	00:00:00
	Zoe	-	6	00:02:53	0	00:00:00
SKILL3		00:00:00	3	00:06:32	0	00:00:00
	Kirsty	-	2	00:03:26	0	00:00:00
	Zoe	-	1	00:03:06	0	00:00:00

Figure 144 Agent Activity Report by Agent

For each Skillset in the report, Agent by Agent the average durations of five Call Center statistics are displayed. For calls that have been transferred to the Agent the word Transferred will appear at the start of the line for that Agent. Likewise, if the Call Transaction was for an overflowed call the word Overflow will appear at the start of the line for that Agent.

An Agent can therefore have up to three lines displayed for them, separating out the direct Call Center Call Transactions from the Transferred and Overflowed transactions.

Logged In Time

Indicates the total time that the Agent was logged in to the Call Center. This may be the sum of several (or many) instances, according to the duration covered by the report.

No. Answered Call Center Transactions

Indicates the number of Call Center transactions that this Agent has answered.

Incoming Call Center Time

Indicates the total duration of the Call Center Call Transactions answered by this Agent.

No. of Break Time Instances

Indicates the number of BreakTime instances this Agent received from the Call Center.

Break Time

Indicates the total duration of the Break Time periods this Agent received.

Reports Explained

7

Answered Calls Report

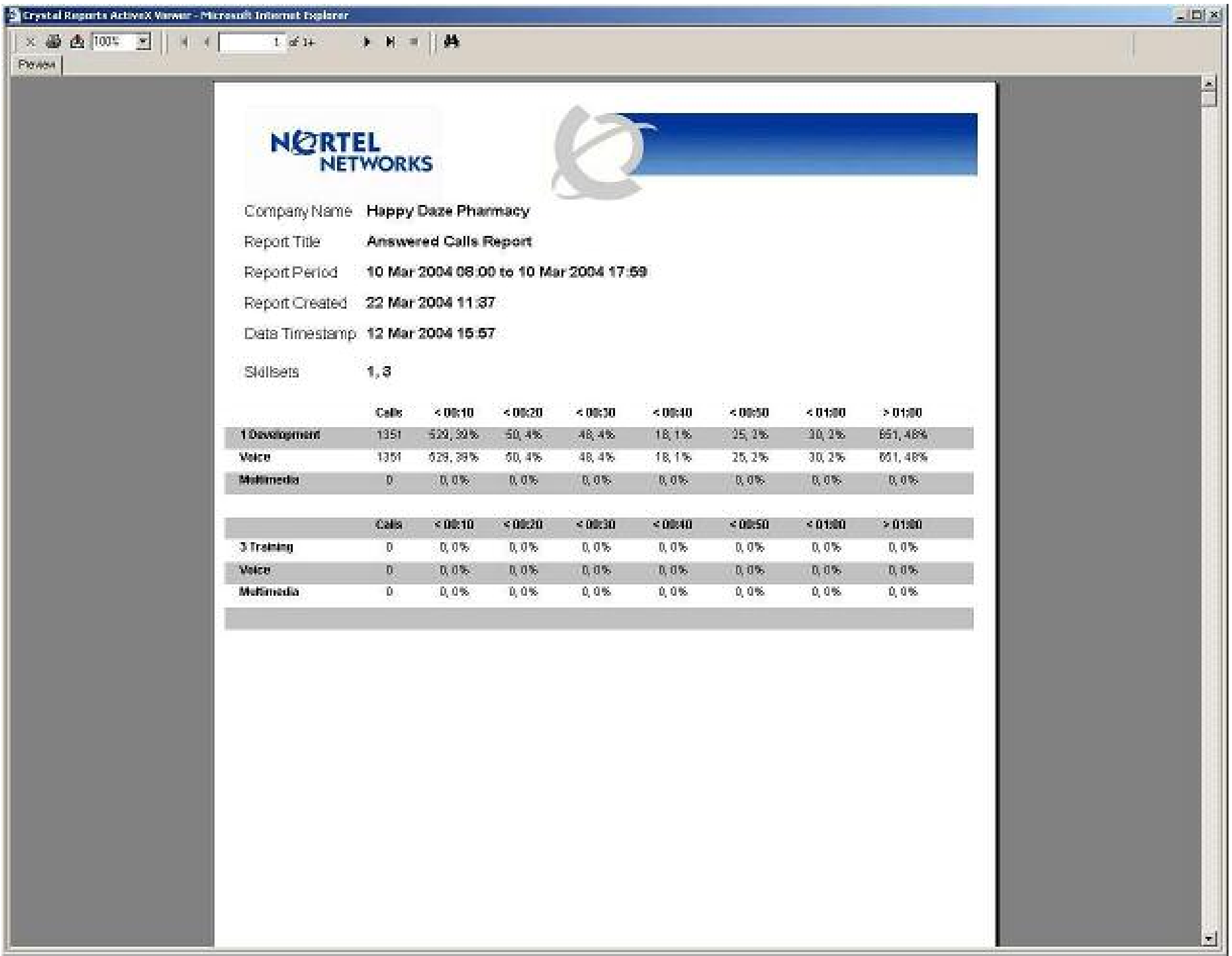


Figure 145 Answered Calls Report

The Answered Call Report shows the total number of calls that were answered by the Skillsets included within the report.

This report is calls based, and is not affected by call transactions. (Call Transactions are described on Page126.)

Voice (PSTN) calls and Multimedia calls are listed separately and totalled for each Skillset, and for the report total. Both figures and the percentages are provided.

The reports shows how long those calls that have been answered by your Call Center waited before they were answered. The breakdown is by the Answer Time Bins values (see Page 53).

Six time bins are specified, and a seventh is appended automatically, which captures all values higher than the sixth Time Bin.

In this example, the time bins have been set in steps of 10 seconds, up to one minute. The seventh time bin will capture any call that was answered after waiting in excess of one minute.

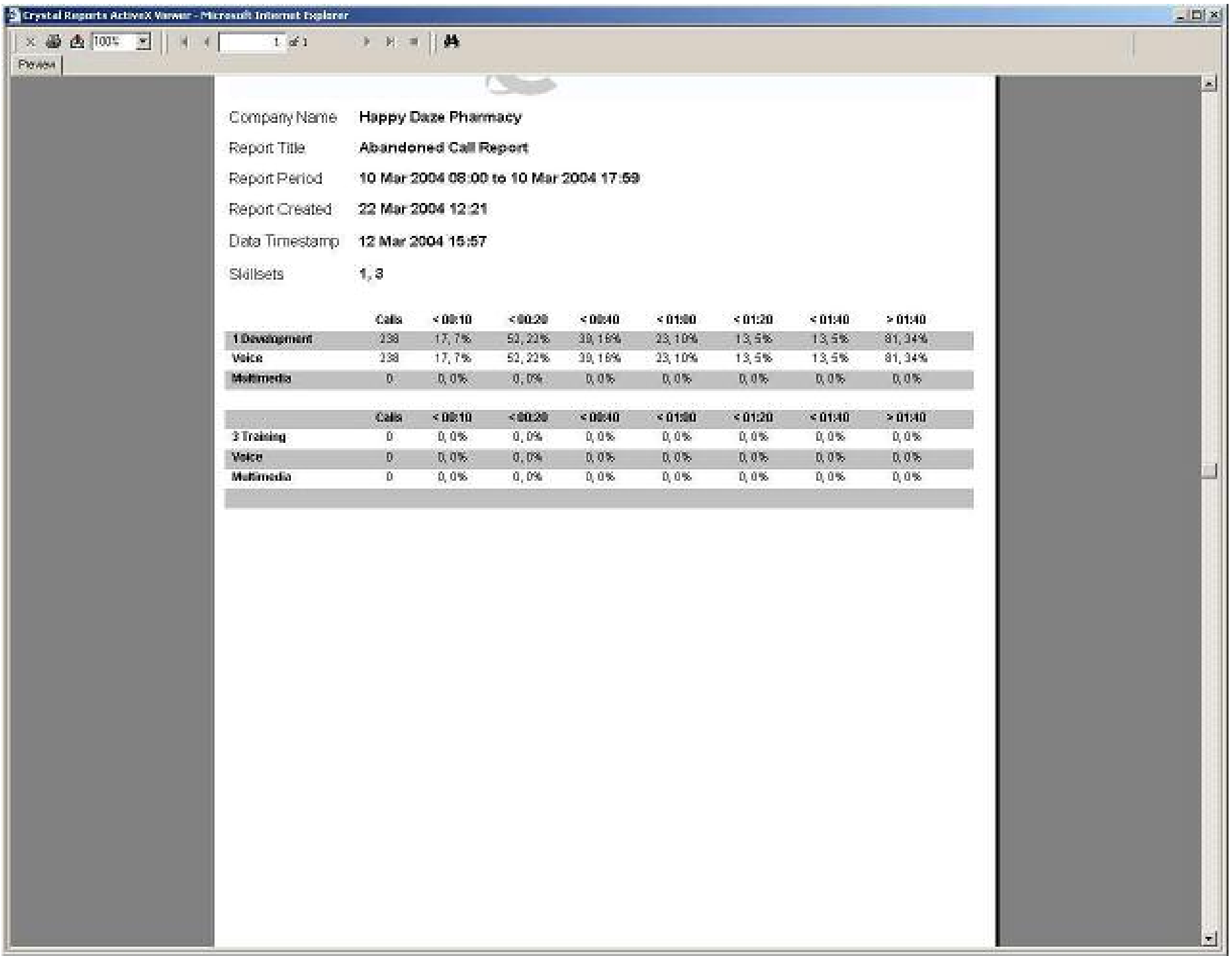
By looking at the figures of the answered Call Report the Supervisor of a Skillset can tell how long the calls that were answered by their Skillsets had to wait before they were answered.

In this example the large data values in the first and last Time Bins indicate that incoming callers are, in general, answered within 10 seconds, or else they face a wait of over a minute. Very few calls that are not answered within 10 seconds are answered before a wait of at least a minute.

This is probably a function of the average length of the calls and the number of callers the Call Center has.

- The average length of the calls can be checked by looking at the Call Average Report (see Page 207).

Abandoned Call Report



	Calls	< 00:10	< 00:20	< 00:40	< 01:00	< 01:20	< 01:40	> 01:40
1 Development	238	17, 7%	52, 22%	39, 16%	23, 10%	13, 5%	13, 5%	81, 34%
Voice	238	17, 7%	52, 22%	39, 16%	23, 10%	13, 5%	13, 5%	81, 34%
Multimedia	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

	Calls	< 00:10	< 00:20	< 00:40	< 01:00	< 01:20	< 01:40	> 01:40
3 Training	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%
Voice	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%
Multimedia	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

Figure 146 Abandoned Call Report

The Abandoned Call Report shows the total number of calls that were abandoned (cleared down by the incoming caller) because they would not wait any longer, for each of the Skillsets included within the report.

Voice (PSTN) calls and Multimedia calls are listed separately and totalled for each Skillset, and for the report total. Both figures and the percentages are provided.

The reports shows how long those calls that did abandon waited before they were abandoned. The breakdown is by the Abandoned Time Bins values (see Page 53).

Six time bins are specified, and a seventh is appended automatically, which captures all values higher than the sixth Time Bin.

In this example, the time bins have been set in steps of 10 seconds, up to one minute. The seventh time bin will capture any call that abandoned after waiting in excess of one minute.

Looking at the report we can see a descending profile from 10 seconds, through to the one minute, and a large value for the seventh Time Bin.

This suggests that the callers to this particular Call Center fall into two main camps: those that realise they are going to be placed on hold, and who hang up straight away so that they can ring back later (those who hang up in less than 10 seconds) and those who once they have dialled in are going to hang on for a long time before they give up (those who abandoned after one minute).

- The identity of some of the abandoned callers may be held in the Abandoned Calling Line ID Report (see Page 201).
- The Call Profile Report (see Page 222) will allow you to see the spread of Abandoned Calls across the day. This can enable you to plan your staffing levels.

Abandoned Calling Line ID Report


Company Name Happy Daze Pharmacy
Report Title Abandoned Calling Line ID
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 12:50
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

Date	Time	Calling Line Identity	Abandoned Time
10 Mar 2004	08:31	556123321	00:00:01
10 Mar 2004	08:36	L100	00:00:10
10 Mar 2004	08:38	556389863	00:00:06
10 Mar 2004	08:40	L108	00:03:09
10 Mar 2004	08:45	L102	00:00:50
10 Mar 2004	08:49	555789987	00:00:14
10 Mar 2004	08:50	L109	00:01:09
10 Mar 2004	08:50	L109	00:01:09
10 Mar 2004	08:54	556345643	00:00:13
10 Mar 2004	08:55	L109	00:00:07
10 Mar 2004	08:57	L100	00:00:12
10 Mar 2004	09:06	555567765	00:00:45
10 Mar 2004	09:16	L94	00:00:12
10 Mar 2004	09:25	L102	00:00:10
10 Mar 2004	09:28	L108	00:00:21
10 Mar 2004	09:40	L110	00:00:09
10 Mar 2004	09:42	L101	00:00:06
10 Mar 2004	09:44	556890098	00:00:10
10 Mar 2004	09:44	L118	00:01:00
10 Mar 2004	09:46	L100	00:00:12
10 Mar 2004	10:06	L101	00:00:12
10 Mar 2004	10:12	L117	00:00:45
10 Mar 2004	10:13	555246642	00:04:22

Figure 147 Abandoned Calling Line ID Report

The Abandoned Calling Line ID Report lists various items of information regarding the abandoned calls for the Skillsets included within the report.

The data and the time at which each call abandoned is listed, together with the Calling Line Id of the call (when it is know) and the amount of time the caller waited before they abandoned.

Some callers do not ‘advertise’ their calling ID when they make a call. In the instances where Nortel Networks Reporting for Call Center does not know the Calling Line ID, it displays the channel or line number on which the call arrived.

IF required, this report can be used as the basis of a call-back policy in which abandoned callers are called as a courtesy follow-up.

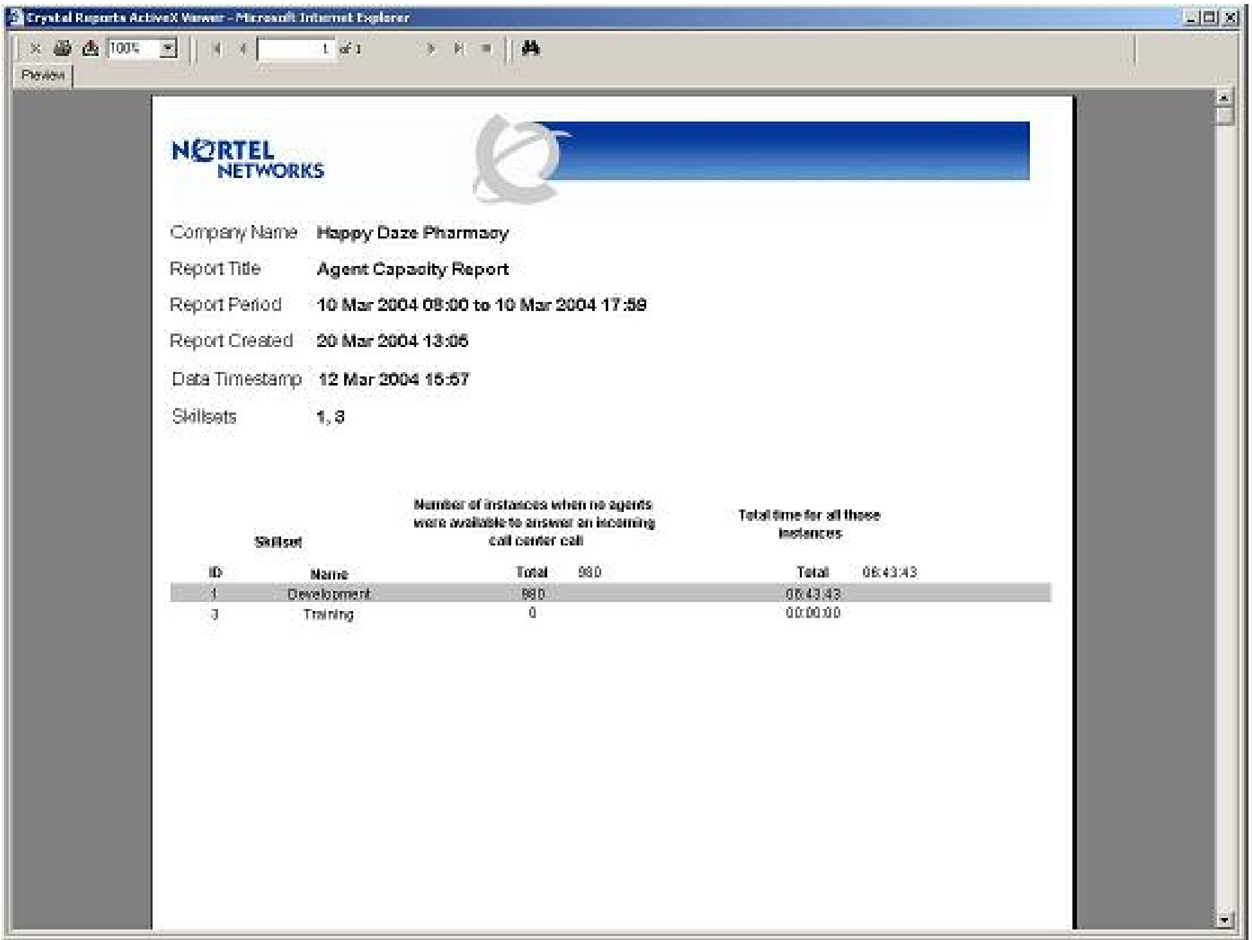
This could be done selectively, so that only the callers who held for the longest times before abandoning were called back (as they were the ones who were most determined to get through

and to make use of your services) or perhaps the report could be checked for the Calling Line ID of Gold or preferred customers (remember that you can search through on-screen reports, see Page 126).

This report can also be used to see whether there is a spate of abandoned calls before or after the Call Center is closed, which can be used as an indicator of whether the Call Center should be staffed for a longer period, perhaps by a reduced skeleton staff populated on a rota basis. On the other hand, perhaps the early and late callers could be rung back to be advised of your opening hours.

The Call Profile Report (see Page 222) will also indicate where the peaks of the Abandoned Calls fall throughout the day, but the Abandoned Calling Line ID report will also tell you *who* abandoned.

Agent Capacity Report



Company Name Happy Daze Pharmacy
Report Title Agent Capacity Report
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 13:06
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

Skillset		Number of instances when no agents were available to answer an incoming call center call	Total time for all those instances
ID	Name	Total 980	Total 06:43:43
1	Development	980	06:43:43
3	Training	0	00:00:00

Figure 148 Agent Capacity Report

The Agent Capacity Report shows how often, and for how long, the Call Center was working at its maximum Agent capacity.

It shows the number of times that there were no Agents available to take a call (because they were already on a call, on an Outgoing Call, Not Ready, etc) and it also shows the total duration of all of these periods. That is, it details the instances and the duration of those instances when all Agents were occupied simultaneously with something which prevented them being presented with an incoming Call Center call.

The Agent Capacity Report does not count instances when there were no Agents signed in, it only concerns itself with staffed periods.

Note that if the Report includes more than one Skillset the Totals represent the cumulative amount of time for those periods in which all Agents were unavailable, across all of the Skillsets.

This is not the same as summing all of the Skillset values. The Total figure in the report represents those times when portions of the individual Skillset maximum capacity periods overlapped with those from all other Skillsets.

For example, the following section from a report shows two Skillsets:

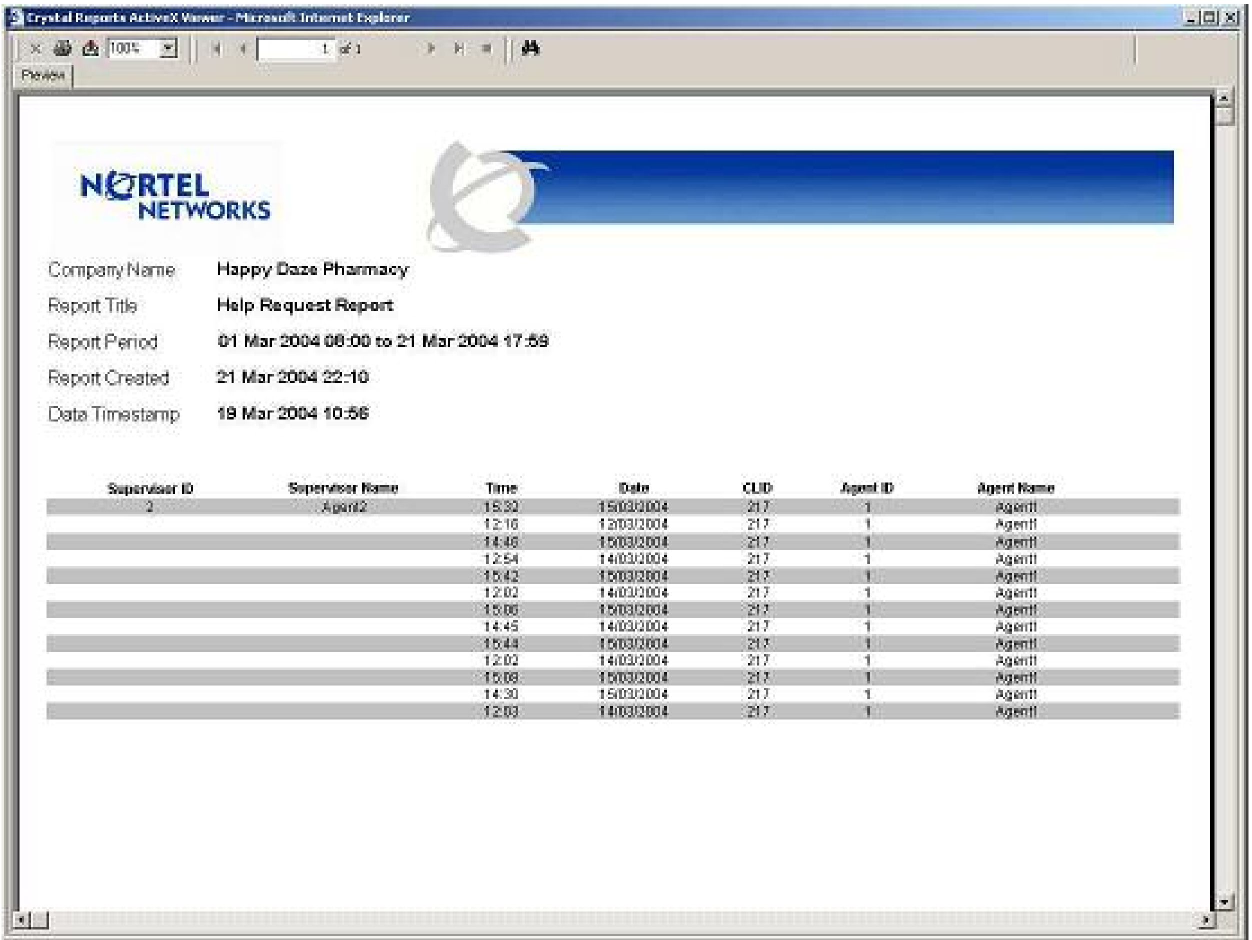
ID	Name		Number of instances when No Agents were Available to Answer an Incoming Call Center Call		Total Time for All Those Instances
		Total	7	Total	05:43
1	Development		30		41:28
3	Training		15		22:37

This shows that on 30 occasions all Agents in Development were unavailable for new calls, and the total time for these three periods adds up to 41:28.

Likewise, Training had all of their Agents in use simultaneously on 15 separate times totalling 22:37 in total.

However, the Totals show that there were only 7 occasions, which total to 5 minutes 43 seconds, when all of the Agents in Development and Training *were in use at the same time*.

Help Request Report



Company Name Happy Daze Pharmacy

Report Title Help Request Report

Report Period 01 Mar 2004 08:00 to 21 Mar 2004 17:59

Report Created 21 Mar 2004 22:10

Data Timestamp 19 Mar 2004 10:56

Supervisor ID	Supervisor Name	Time	Date	CLID	Agent ID	Agent Name
2	Agent2	15:32	15/03/2004	217	1	Agent1
		12:16	12/03/2004	217	1	Agent1
		14:46	15/03/2004	217	1	Agent1
		12:54	14/03/2004	217	1	Agent1
		15:42	15/03/2004	217	1	Agent1
		12:02	14/03/2004	217	1	Agent1
		15:06	15/03/2004	217	1	Agent1
		14:45	14/03/2004	217	1	Agent1
		15:44	15/03/2004	217	1	Agent1
		12:02	14/03/2004	217	1	Agent1
		15:08	15/03/2004	217	1	Agent1
		14:30	15/03/2004	217	1	Agent1
		12:03	14/03/2004	217	1	Agent1

Figure 149 Help Request Report

The Call Center Supervisory Help feature is intended for 'emergency' conditions when an Agent is on a call and urgently requires the help of a Supervisor without alerting the caller that a supervisor is being called in. It is not intended for routine consultations or when the Agent is not on a Call Center call.

However, new Agents to your Call Center will most likely use the Help feature more frequently during their initial acclimatisation period. This report can be used to monitor the progress of new Agents, because as time goes by they should make fewer Help requests.

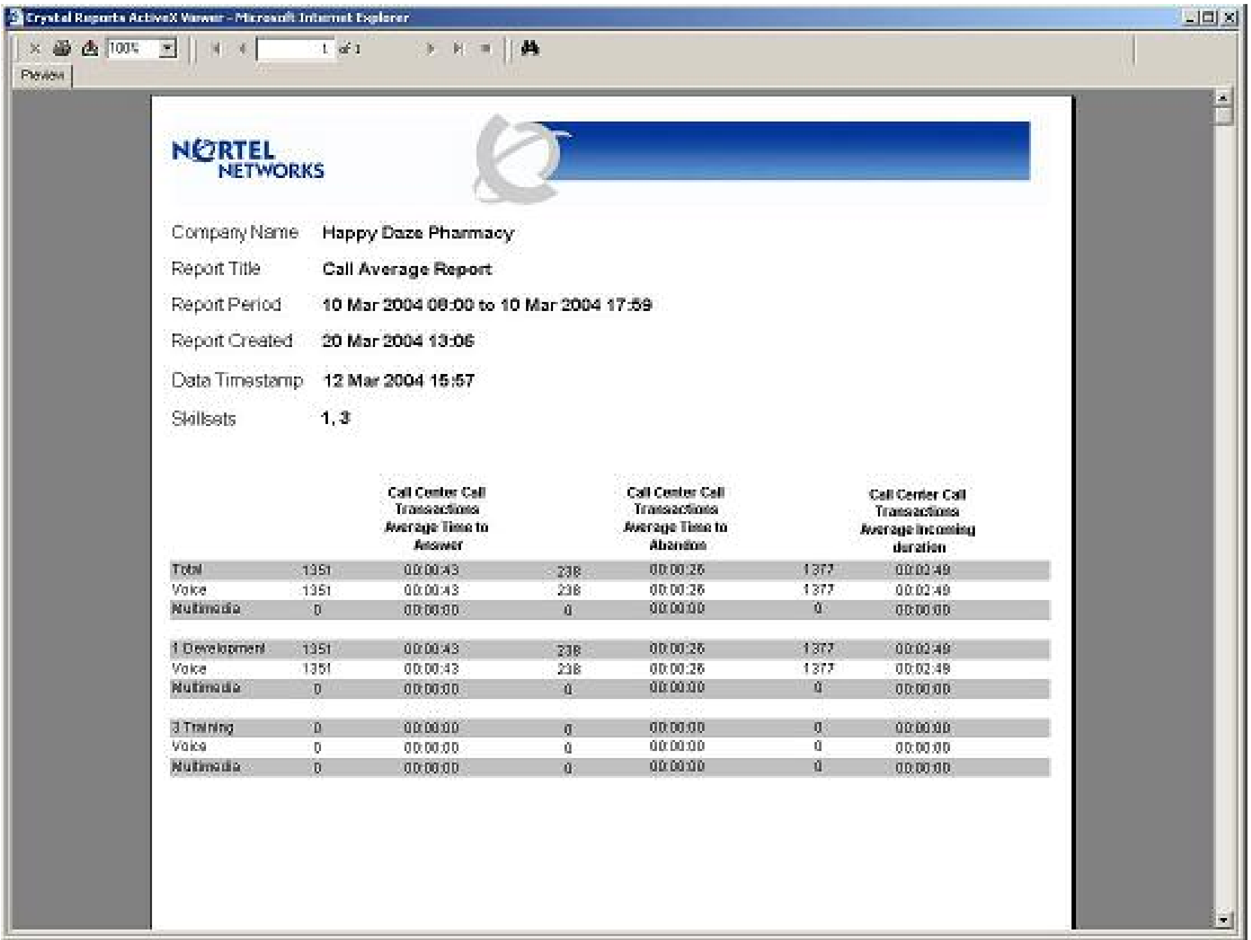
It can also be used to determine if a particular customer has complex or troublesome requirements.

As the Calling Line ID (where known) is displayed for each Help Request, any 'difficult' customers can be spotted. If a lot of Agents have all had to make Help Requests regarding a

particular caller, it might be decided that all Agents are informed to transfer that particular customer to the Supervisor as soon as the call is answered.

If the Calling Line ID is not shown, the Line number is shown.

Call Average Report



Company Name Happy Daze Pharmacy

Report Title Call Average Report

Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59

Report Created 20 Mar 2004 13:06

Data Timestamp 12 Mar 2004 15:57

Skillsets 1, 3

		Call Center Call Transactions Average Time to Answer		Call Center Call Transactions Average Time to Abandon		Call Center Call Transactions Average Incoming duration
Total	1351	00:00:43	238	00:00:26	1377	00:02:49
Voice	1351	00:00:43	238	00:00:26	1377	00:02:49
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00
1 Development	1351	00:00:43	238	00:00:26	1377	00:02:49
Voice	1351	00:00:43	238	00:00:26	1377	00:02:49
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00
3 Training	0	00:00:00	0	00:00:00	0	00:00:00
Voice	0	00:00:00	0	00:00:00	0	00:00:00
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00

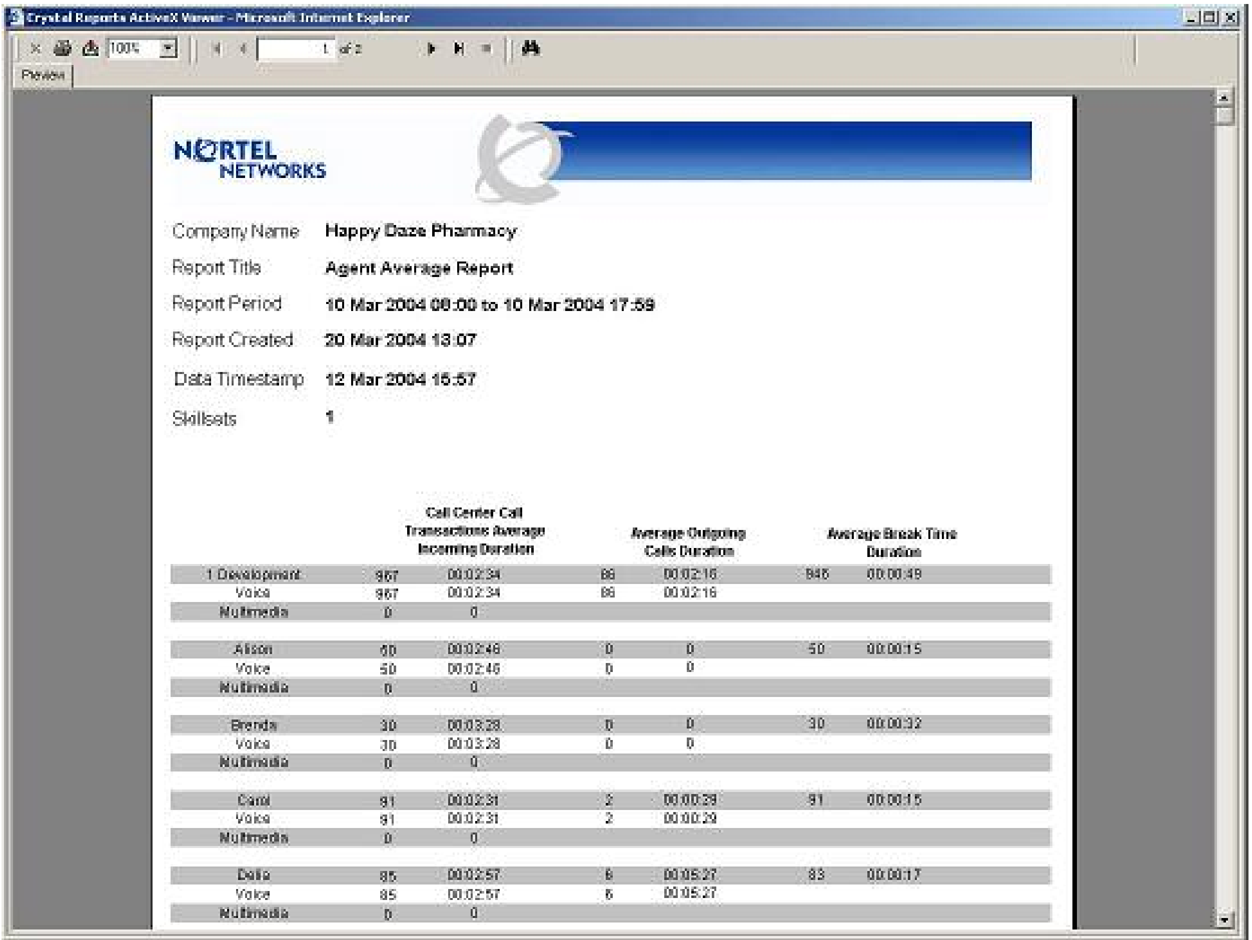
Figure 150 Call Average Report

This report can be used to determine the appropriate settings for the Primary and Secondary Alerts, or wallboard alarms, by looking at the Average Time to Answer and Average Time to Abandon figures.

This report shows that the Average Time to Abandon is lower than the Average Time to Answer, so it would be appropriate to establish wallboard alarms when a call has waited (say) 15 seconds in the Skillset queue, to alert the Agents that a Call has been waiting in the Skillset queue for a period approaching the 'danger time' which in this Call Center is 26 seconds.

The report can also be used to determine the Average Incoming Call Duration. This can then be used to determine an appropriate Agent Alarm for Incoming Calls, so that an Agent who has a call which lasts longer than the average duration is highlighted on the Agent Details Real Time Screen. The Average Incoming Call Duration can also be used to compare against the values in the Agent Average Report (see Page 191).

Agent Average Report



Company Name Happy Daze Pharmacy
Report Title Agent Average Report
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 13:07
Data Timestamp 12 Mar 2004 15:57
Skillsets 1

		Call Center Call Transactions Average Incoming Duration		Average Outgoing Calls Duration		Average Break Time Duration
1 Development	967	00:02:34	86	00:02:16	946	00:00:49
Voice	967	00:02:34	86	00:02:16		
Multimedia	0	0				
Alison	50	00:02:46	0	0	50	00:00:15
Voice	50	00:02:46	0	0		
Multimedia	0	0				
Brenda	30	00:03:28	0	0	30	00:00:32
Voice	30	00:03:28	0	0		
Multimedia	0	0				
Carol	91	00:02:31	2	00:00:29	91	00:00:15
Voice	91	00:02:31	2	00:00:29		
Multimedia	0	0				
Delia	85	00:02:57	6	00:05:27	83	00:00:17
Voice	85	00:02:57	6	00:05:27		
Multimedia	0	0				

Figure 151 Agent Average Report

The Agent Average Report allows you to compare the activities of your Agents to one another.

The Agents' Average Incoming Call Transaction Duration is listed. Not that this report covers incoming call Transactions, not just Direct and Indirect Incoming Calls (see Page 126).

If one Agent is taking much longer than other Agents on average to deal with his Incoming Calls this might indicate one of several things.

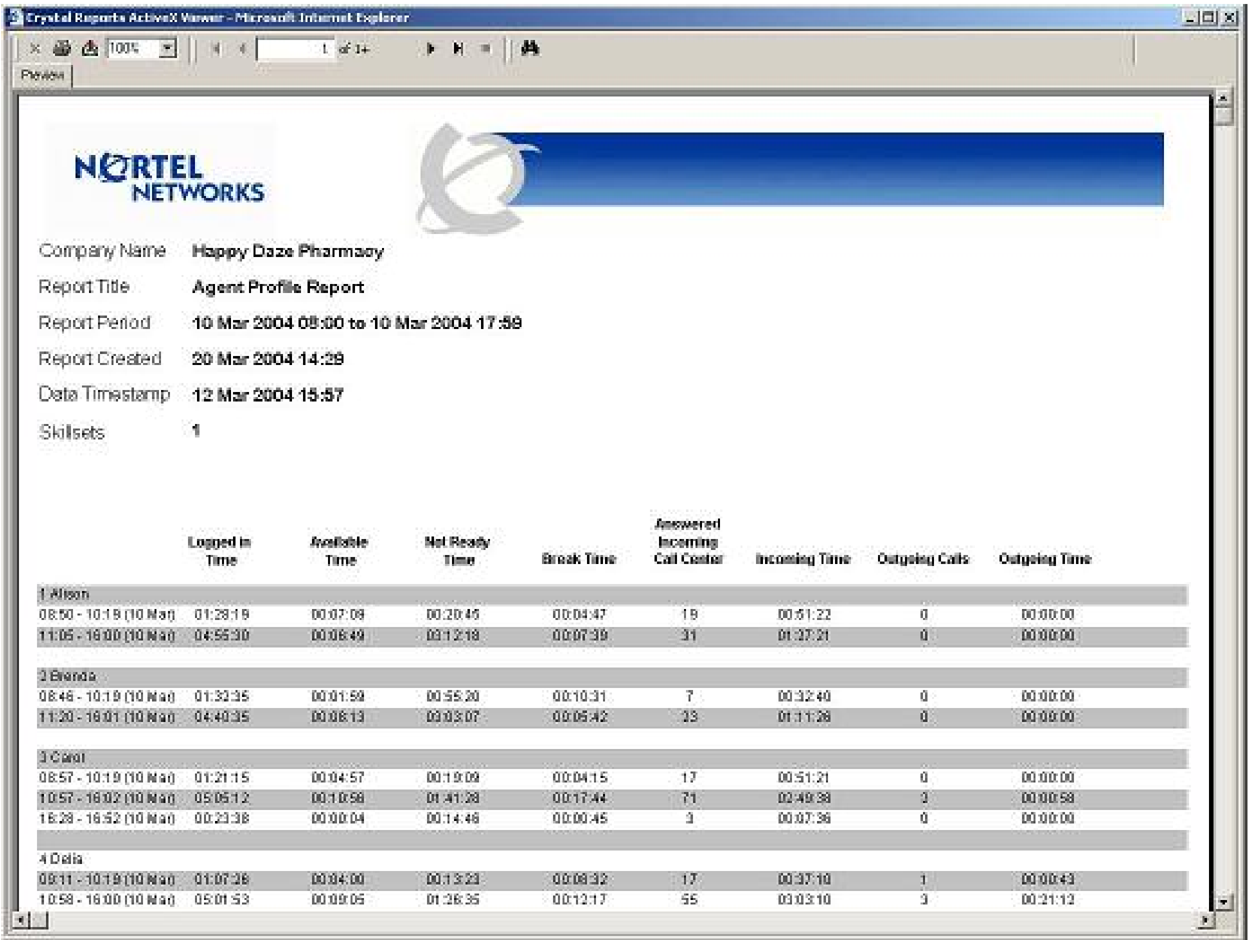
Perhaps he is struggling and needs more training. Perhaps this Agent is better at a certain type of 'difficult' or complex call and the other Agents are transferring these harder calls to him because he is starting to become known as an 'expert' on them. Perhaps he is just being more attentive to the incoming callers.

If an Agent is taking far less time to deal with their Incoming Calls, perhaps they are just fast, or they are being less attentive to the incoming caller, or perhaps they are transferring their calls to others to deal with.

The Average Break Time duration allows you see which Agents are taking the full amount of Break Time and which Agents are not. If some Agents are on average taking 30 seconds and everyone else is taking 15 seconds, then perhaps the Break Time for everyone could be reduced to 20 seconds, and then after a period of acclimatisation, down to 15 seconds.

!	Note if you request this report for (say) Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents, and the report will include all of the activity of those Agents, irrespective of the Skillset of the call they handled. If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to see a full picture of their activity.

Agent Profile Report



Company Name	Happy Daze Pharmacy
Report Title	Agent Profile Report
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	20 Mar 2004 14:29
Data Timestamp	12 Mar 2004 15:57
Skillsets	1

	Logged in Time	Available Time	Not Ready Time	Break Time	Answered Incoming Call Center	Incoming Time	Outgoing Calls	Outgoing Time
1 Alison								
08:50 - 10:19 (10 Mar)	01:28:19	00:07:09	00:20:45	00:04:47	19	00:51:22	0	00:00:00
11:05 - 16:00 (10 Mar)	04:55:30	00:06:49	03:12:18	00:07:39	31	01:27:21	0	00:00:00
2 Brenda								
08:46 - 10:19 (10 Mar)	01:32:35	00:01:59	00:55:20	00:10:31	7	00:32:40	0	00:00:00
11:20 - 16:01 (10 Mar)	04:40:35	00:08:13	03:03:07	00:05:42	23	01:11:28	0	00:00:00
3 Carol								
08:57 - 10:19 (10 Mar)	01:21:15	00:04:57	00:19:09	00:04:15	17	00:51:21	0	00:00:00
10:57 - 16:02 (10 Mar)	05:05:12	00:10:58	01:41:28	00:17:44	71	02:49:38	3	00:00:58
16:28 - 16:52 (10 Mar)	00:23:38	00:00:04	00:14:46	00:00:45	3	00:07:36	0	00:00:00
4 Delia								
09:11 - 10:19 (10 Mar)	01:07:26	00:04:00	00:13:23	00:08:32	17	00:37:10	1	00:00:43
10:58 - 16:00 (10 Mar)	05:01:53	00:09:05	01:26:35	00:12:17	55	03:03:10	3	00:21:12

Figure 152 Agent Profile Report

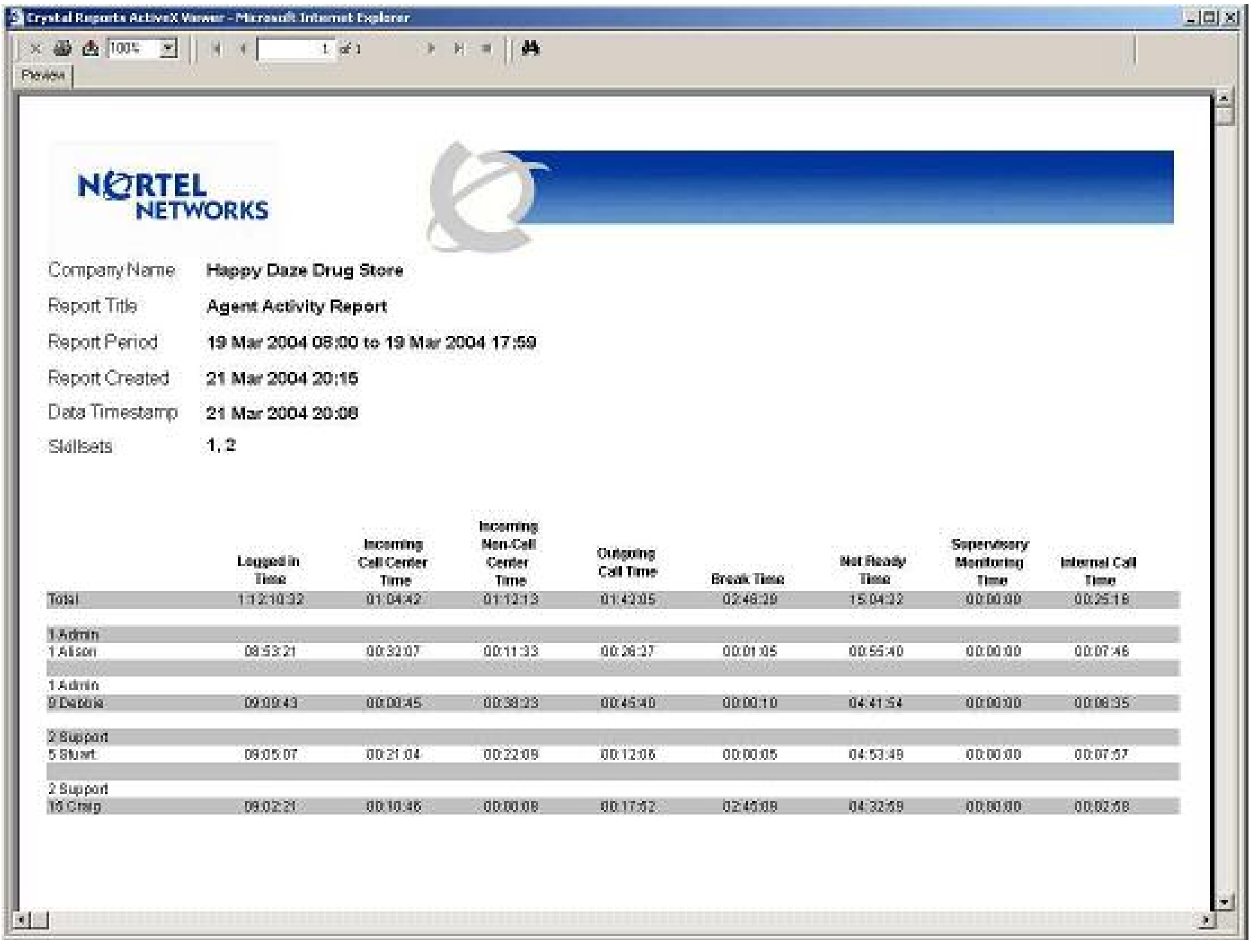
This report shows the actual figures and durations (not averages) for different activities that Agents have performed, for each log in session for the period of the report.

Looking at the report above we can see that Alison was signed in for a period of 01:28 in the morning and again for a period of 04:55 in the afternoon. For each logged in session, the total time is then broken out into Available Time, Not Ready Time, Break Time, Incoming Time and Outgoing Time. The number of Outgoing and Incoming calls is also presented.

We can see that Alison handled 50 Incoming Calls (19 in the morning and 31 in the afternoon). She spent a total of 2:18:43, doing so. This figure of 50 ties in with the figure of 50 on the Agent Average Report (see Page 191), from which we can see that for each of these 50 calls, Alison spent an Average of 02:46 talking to the incoming caller.

!	Note if you request this report for (say) Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents, and the report will include all of the activity of those Agents, irrespective of the Skillset of the call they handled. If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to see a full picture of their activity.

Agent Activity Report



Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name	Happy Daze Drug Store
Report Title	Agent Activity Report
Report Period	19 Mar 2004 08:00 to 19 Mar 2004 17:59
Report Created	21 Mar 2004 20:15
Data Timestamp	21 Mar 2004 20:08
Skillsets	1, 2

	Logged in Time	Incoming Call Center Time	Incoming Non-Call Center Time	Outgoing Call Time	Break Time	Not Ready Time	Supervisory Monitoring Time	Internal Call Time
Total	112:10:32	01:04:42	01:12:13	01:42:05	02:48:29	15:04:22	00:00:00	00:25:18
1 Admin								
1 Alison	08:53:21	00:32:07	00:11:33	00:26:27	00:01:05	00:55:40	00:00:00	00:07:46
1 Admin								
9 Debbie	09:09:43	00:00:45	00:38:23	00:45:40	00:00:10	04:41:54	00:00:00	00:08:35
2 Support								
5 Stuart	09:05:07	00:21:04	00:22:09	00:12:06	00:00:05	04:53:49	00:00:00	00:07:57
2 Support								
16 Craig	09:02:21	00:10:46	00:00:08	00:17:52	02:45:09	04:32:59	00:00:00	00:02:58

Figure 153 Agent Activity Report

This report shows the durations for a range of activities that Agents have performed for the duration of the report. (This is a different list of activities than the list in the Agent Profile Report, see Page 210.)

!	Note if you request this report for (say) Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents, and the report will include all of the activity of those Agents, irrespective of the Skillset of the call they handled. If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to see a full picture of their activity.

Agent Audit Report

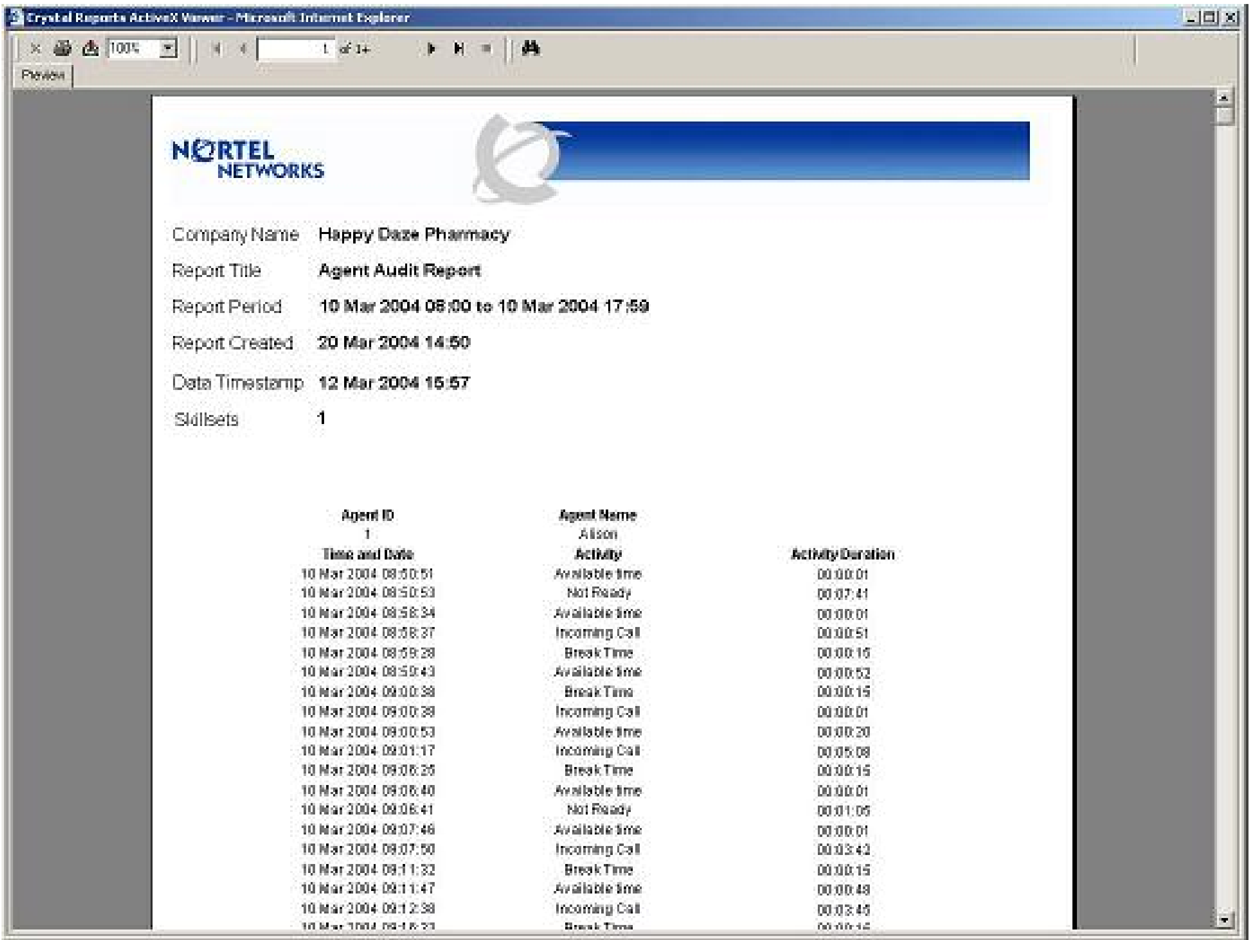


Figure 154 Agent Audit Report

This report provides a detailed breakdown of the various activities of an Agent, for the period of the report.

Note that if the Agent is a multi-Skillset Agent, all of his activities will be included for all Skillsets into which he was signed, for the duration of the report.

Also note that as this report is very detailed, it can grow VERY large VERY quickly. This report is best suited to on-screen, detailed examinations of short periods of a single Agent's activity.

Activity Code Report by Skillset

Company Name Happy Daze Pharmacy
Report Title Activity Code Report By Skillset
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 14:53
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

Activity Code	Skillset	Activity Time	Number of Pegs	Average Time
4 Account Qry		01:08:28	38	00:01:48
	1 Development	01:08:28	38	00:01:48
10 Catalog Rqst		01:13:26	55	00:01:20
	1 Development	01:13:26	55	00:01:20
7 Credit Appl		00:40:39	28	00:01:27
	1 Development	00:40:39	28	00:01:27
8 Credit Chk		00:27:24	9	00:03:03
	1 Development	00:27:24	9	00:03:03
9 Credit Stop		00:26:59	13	00:02:05
	1 Development	00:26:59	13	00:02:05
13 Engineer		00:07:29	6	00:01:15
	1 Development	00:07:29	6	00:01:15
14 Engineer Fit		01:29:01	33	00:02:42
	1 Development	01:29:01	33	00:02:42

Figure 155 Activity Code Report

This report shows the Activity Codes which have been entered on calls for each Skillset included in the report.

For each Skillset, the Activity Codes are presented in alphabetical order, with the average call duration time, the number of pegs and the actual accumulated time of all the calls that were associated with each Activity code.

Activity Codes can be used to determine different things. If an Activity Code represented each magazine or publication in which advertisements had been placed and each incoming caller was asked to say where they saw the advertisement they were responding to, it is easy to build up a picture of which publications are the most effective vehicles for your advertisements.

Activity Codes can be used to identify different types of call. For example, a Help Desk could have activity codes for different products that they support. It is then easy to see which products generate the most calls, or which product support calls have the highest average talk time.

Activity Codes can be used to represent Agent activity as a result of a call, for example, Activity Codes could be established to represent Credit Account Application Letter Sent, or Catalog Posted, etc.

Activity Code Report by Agent


Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name Happy Daze Pharmacy
Report Title Activity Code Report By Agents
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 14:55
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

Activity Code	Agent	Activity Time	Number of Pegs	Average Time
4 Account Qry		01:08:28	38	00:01:48
	1 Alison	00:02:18	2	
	4 Delia	00:10:23	7	
	5 Erica	00:02:12	2	
	6 Faith	00:02:40	2	
	8 Greta	00:19:22	7	
	9 Gloria	00:00:35	2	
	10 Hilary	00:00:36	2	
	13 Kathy	00:07:45	3	
	14 Liza	00:05:49	3	
	16 Nora	00:10:29	4	
	17 Olga	00:01:20	2	
	19 Rita	00:04:59	2	
10 Catalog Rqst		01:13:26	55	00:01:20
	1 Alison	00:19:13	8	
	5 Erica	00:02:39	3	
	6 Faith	00:09:03	5	

Figure 156 Agent Activity Code Report by Agent

This report shows the Agents who have entered each Activity Code that has been entered on calls for the period of the report.

For each Activity Codes, the Agents who have entered that Activity Code are listed, together with the average call duration time, the number of pegs each Agent has entered and the accumulated time of all the calls that were associated with each Activity code, per Agent.

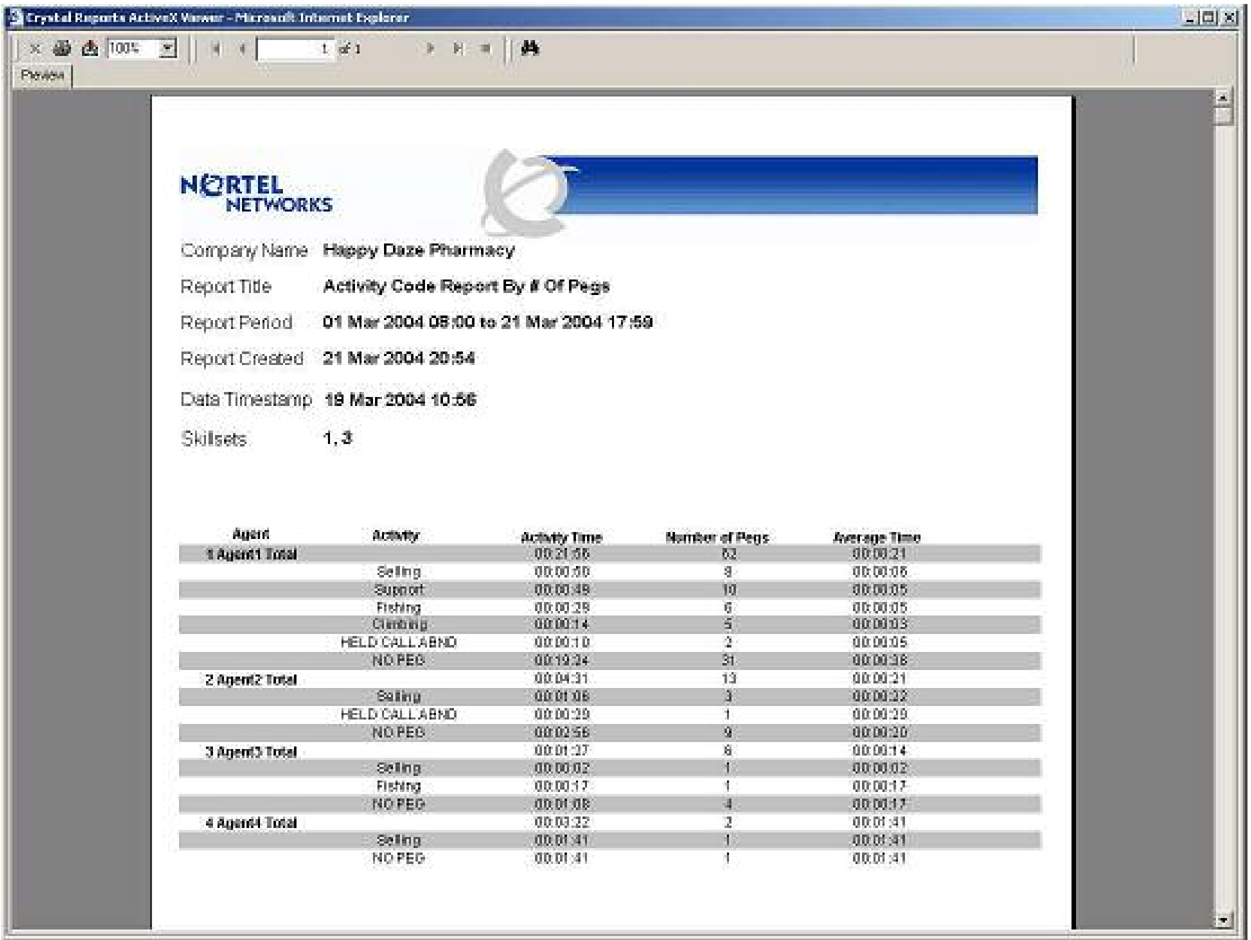
This is a quick and easy way of determining which Agents have handled certain calls, or performed certain call-related activities, such as performing a credit search, or requesting a catalogue dispatch.

Activity Codes can be used to determine different things. If an Activity Code represented each magazine or publication in which advertisements had been placed and each incoming caller was asked to say where they saw the advertisement they were responding to, it is easy to build up a picture of which publications are the most effective vehicles for your advertisements.

Activity Codes can be used to identify different types of call. For example, a Help Desk could have activity codes for different products that they support. It is then easy to see which products generate the most calls, or which product support calls have the highest average talk time.

Activity Codes can be used to represent Agent activity as a result of a call, for example, Activity Codes could be established to represent Credit Account Application Letter Sent, or Catalog Posted, etc.

Activity Code Report by # of Pegs



Company Name Happy Daze Pharmacy
Report Title Activity Code Report By # Of Pegs
Report Period 01 Mar 2004 08:00 to 21 Mar 2004 17:59
Report Created 21 Mar 2004 20:54
Data Timestamp 19 Mar 2004 10:56
Skillsets 1, 3

Agent	Activity	Activity Time	Number of Pegs	Average Time
1 Agent1 Total		00:21:56	62	00:00:21
	Selling	00:00:50	8	00:00:06
	Support	00:00:49	10	00:00:05
	Fishing	00:00:29	6	00:00:05
	Climbing	00:00:14	5	00:00:03
	HELD CALL ABND	00:00:10	2	00:00:05
	NO PEG	00:19:24	31	00:00:38
2 Agent2 Total		00:04:31	13	00:00:21
	Selling	00:01:06	3	00:00:22
	HELD CALL ABND	00:00:29	1	00:00:29
	NO PEG	00:02:56	9	00:00:20
3 Agent3 Total		00:01:27	6	00:00:14
	Selling	00:00:02	1	00:00:02
	Fishing	00:00:17	1	00:00:17
	NO PEG	00:01:08	4	00:00:17
4 Agent4 Total		00:03:22	2	00:01:41
	Selling	00:01:41	1	00:01:41
	NO PEG	00:01:41	1	00:01:41

Figure 157 Agent Activity Code Report by Number of Pegs

This report shows the Activity Codes which have been entered on calls for each Skillset included in the report.

For each Agent, the Activity Codes they have entered are listed, in descending order of use, together with the average call duration time, the number of pegs entered and the accumulated time of all the calls that were associated with each Activity code, per Agent.

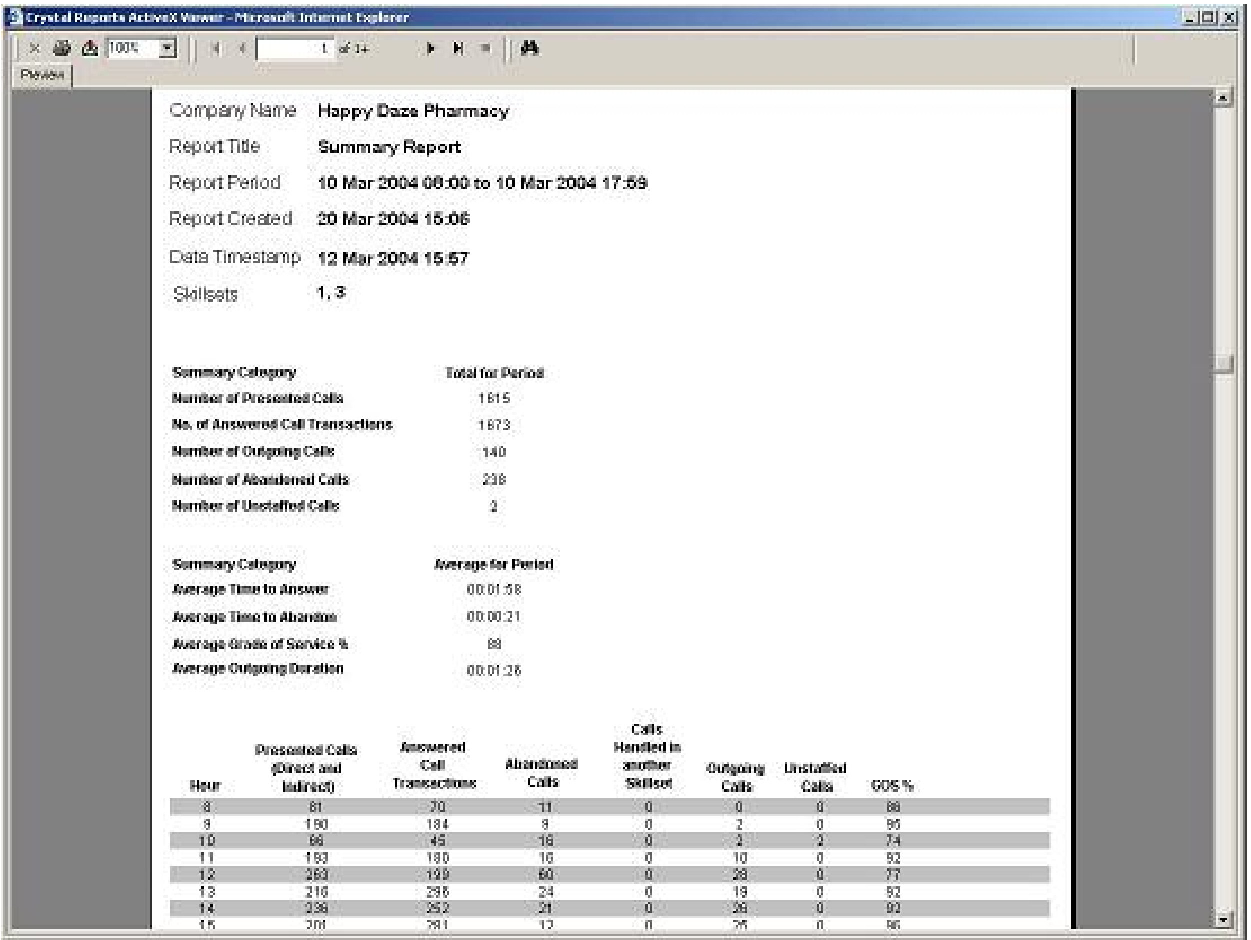
This is a quick and easy way of determining which activities or call types each Agent has spent most time on, or been most frequently involved with (which might not be the same thing).

Activity Codes can be used to determine different things. If an Activity Code represented each magazine or publication in which advertisements had been placed and each incoming caller was asked to say where they saw the advertisement they were responding to, it is easy to build up a picture of which publications are the most effective vehicles for your advertisements.

Activity Codes can be used to identify different types of call. For example, a Help Desk could have activity codes for different products that they support. It is then easy to see which products generate the most calls, or which product support calls have the highest average talk time.

Activity Codes can be used to represent Agent activity as a result of a call, for example, Activity Codes could be established to represent Credit Account Application Letter Sent, or Catalog Posted, etc.

Summary Report



Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

Preview

Company Name Happy Daze Pharmacy
Report Title Summary Report
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 15:06
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

Summary Category	Total for Period
Number of Presented Calls	1615
No. of Answered Call Transactions	1673
Number of Outgoing Calls	140
Number of Abandoned Calls	238
Number of Unstaffed Calls	2

Summary Category	Average for Period
Average Time to Answer	00:01:58
Average Time to Abandon	00:00:21
Average Grade of Service %	88
Average Outgoing Duration	00:01:26

Hour	Presented Calls (Direct and Indirect)	Answered Call Transactions	Abandoned Calls	Calls Handled in another Skillset	Outgoing Calls	Unstaffed Calls	GOS %
8	81	70	11	0	0	0	88
9	190	184	9	0	2	0	95
10	66	45	16	0	2	2	74
11	193	180	16	0	10	0	92
12	263	199	60	0	28	0	77
13	216	296	24	0	19	0	92
14	236	252	21	0	26	0	93
15	201	281	12	0	25	0	96

Figure 158 Summary Report

The Summary report provides a quick one-report summation of the performance and activity of the Skillsets included in the report.

A figure based and an average based table are provided, above a profile which spans the period of the report. For each unit of the profile the number of incoming calls, answered calls, abandoned calls, calls handled in another Skillset, Outgoing Calls and Unstaffed Calls are shown, together with the Grade of Service, expressed as a percentage, are shown.

Six graphs are included within the Summary Report, these are shown below.

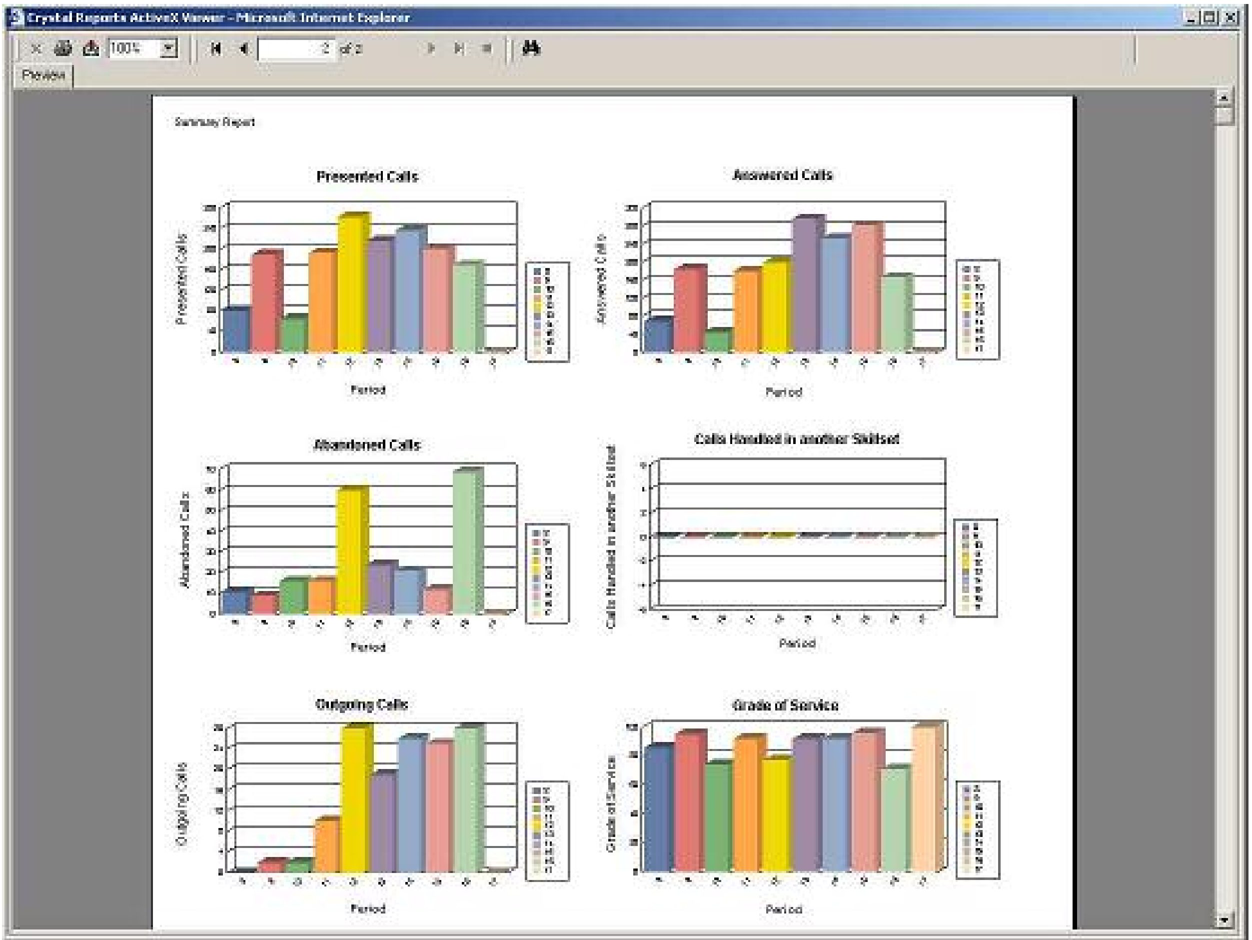


Figure 159 Summary Report Graphs Page

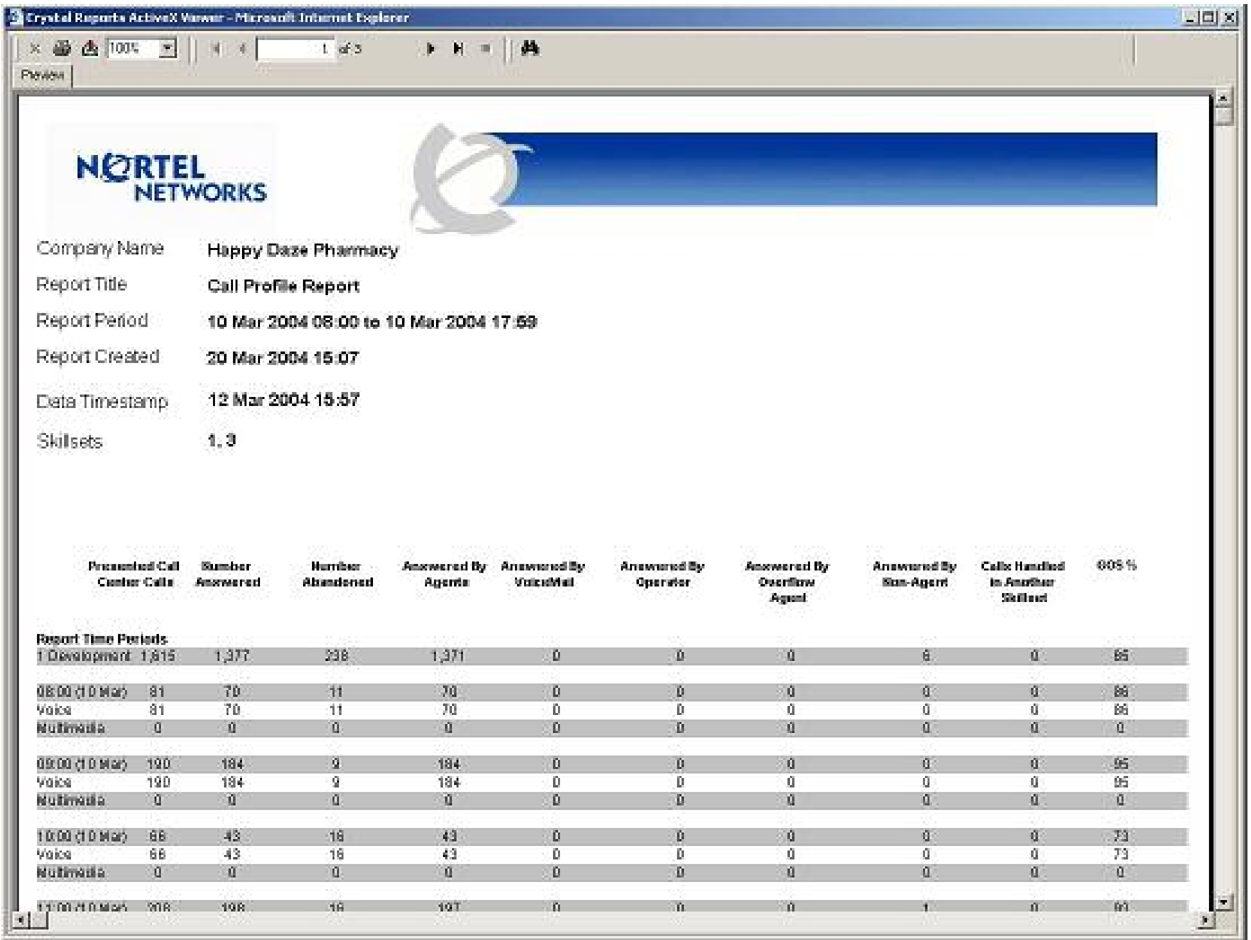
Each of the graphs shows a bar chart profile across the period of the report.

This allows correlations of data to be highlighted, which can then be investigated using the other more detailed reports.

This report would tend to indicate that there should be some investigation into why the two highest numbers of Outgoing Calls are made at the same time as the two highest numbers of Abandoned Calls, which occurs at the same time.

Presenting the information in this fashion makes such anomalies easy to spot, allowing the Supervisor to then look further into the matter.

Call Profile Report



Company Name: Happy Daze Pharmacy
Report Title: Call Profile Report
Report Period: 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created: 20 Mar 2004 15:07
Data Timestamp: 12 Mar 2004 15:57
Skillsets: 1, 3

	Presented Call Center Calls	Number Answered	Number Abandoned	Answered By Agents	Answered By VoiceMail	Answered By Operator	Answered By Overflow Agent	Answered By Non-Agent	Calls Handled in Another Skillset	GOS %
Report Time Periods										
1 Development	1,615	1,377	238	1,371	0	0	0	6	0	85
08:00 (10 Mar)	81	70	11	70	0	0	0	0	0	86
Voice	81	70	11	70	0	0	0	0	0	86
Multimedia	0	0	0	0	0	0	0	0	0	0
09:00 (10 Mar)	190	184	9	184	0	0	0	0	0	95
Voice	190	184	9	184	0	0	0	0	0	95
Multimedia	0	0	0	0	0	0	0	0	0	0
10:00 (10 Mar)	66	43	16	43	0	0	0	0	0	73
Voice	66	43	16	43	0	0	0	0	0	73
Multimedia	0	0	0	0	0	0	0	0	0	0

Figure 160 Call Profile Report

This report shows a profile across the period of the report which shows the numbers of calls presented to the Skillsets in the report, and the number answered, abandoned, Answered by Agents, Voice Mail, operator, Overflow Agents, Non-Agents and Other Skillsets. It also presents the Grade of Service expressed as a percentage.

This report can be used to look at the numbers and the 'fate' of calls that come in across the profile of the report. How many calls come in the various time slots across the report? Are they Answered, if so, where are they answered, buy the Agents in the Skillset or by something else? These questions can be answered by looking at the Call profile Report.

The Call profile Report can also be used to help determine such things as staffing levels. Doing a profile of a week may show a peak of calls on a Wednesday.

Generating a Call Profile report for several weeks prior to the first report will identify whether this is a general trend in an ‘average’ week. Perhaps you need to have a higher staff availability on Wednesdays, for some reason? Perhaps an advertisement is placed weekly in a magazine that comes out on Wednesdays?

If Activity Codes are used to track the publication callers are responding to the advertisement from, this could be established quite easily. Activity Codes could also be used to determine whether the observed peak of calls on each Wednesday were calls of the same type on all Wednesdays or whether they were different and Wednesday happened to be a busy day for some other reason.

The effectiveness (or otherwise) of a marketing campaign could be seen by running a Call Profile report for the same period for a number of previous year and then running another report for the year with the marketing campaign and comparing the figures, which will automatically be seasonally-adjusted as the reports cover the same period.

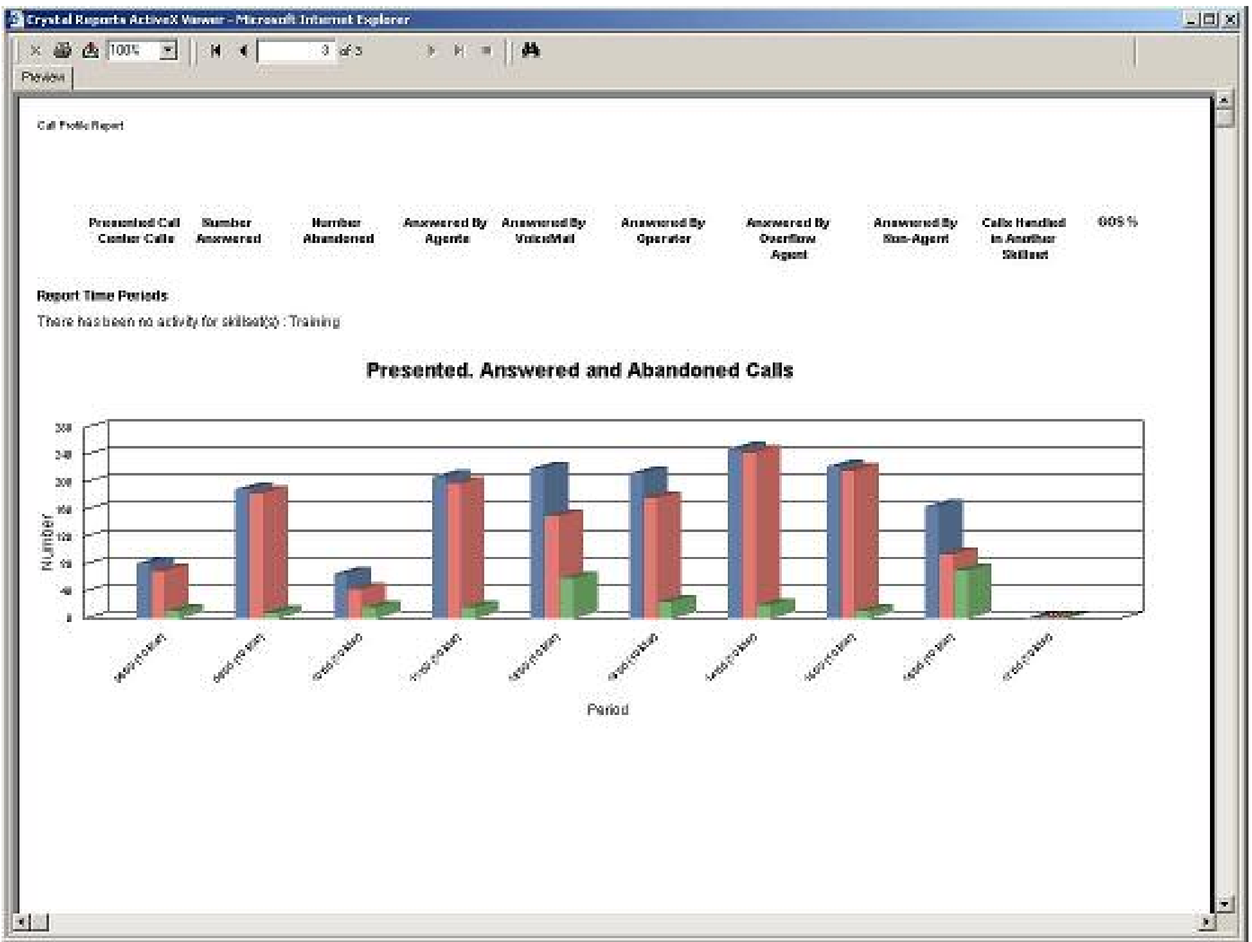
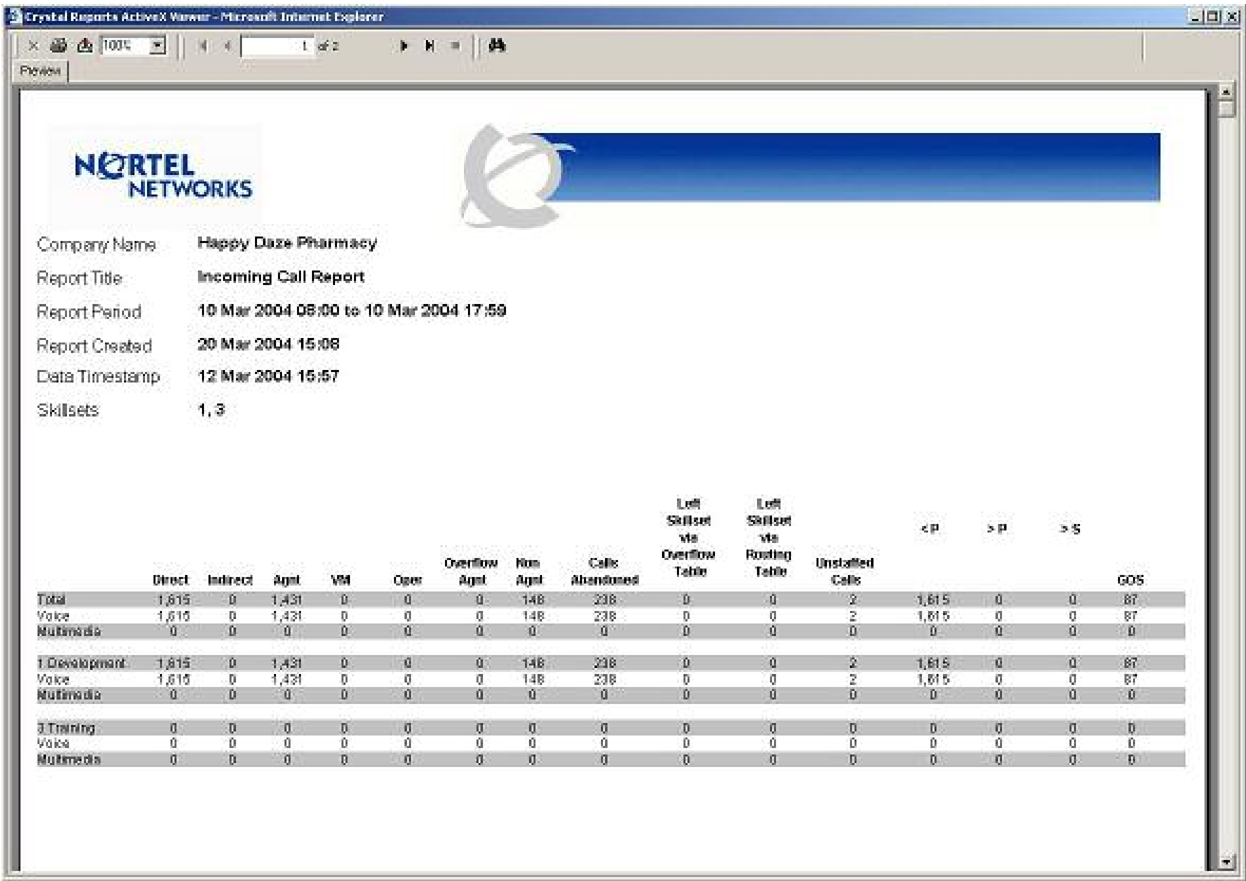


Figure 161 Call Profile Report Graph Page

Incoming Call Report



Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name	Happy Daze Pharmacy
Report Title	Incoming Call Report
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	20 Mar 2004 15:08
Data Timestamp	12 Mar 2004 15:57
Skillsets	1, 3

	Direct	Indirect	Agnt	VM	Oper	Overflow Agnt	Non Agnt	Calls Abandoned	Left Skillset via Overflow Table	Left Skillset via Routing Table	Unstaffed Calls	< P	> P	> S	GOS
Total	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Voice	1,616	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1 Development	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Voice	1,616	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3 Training	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

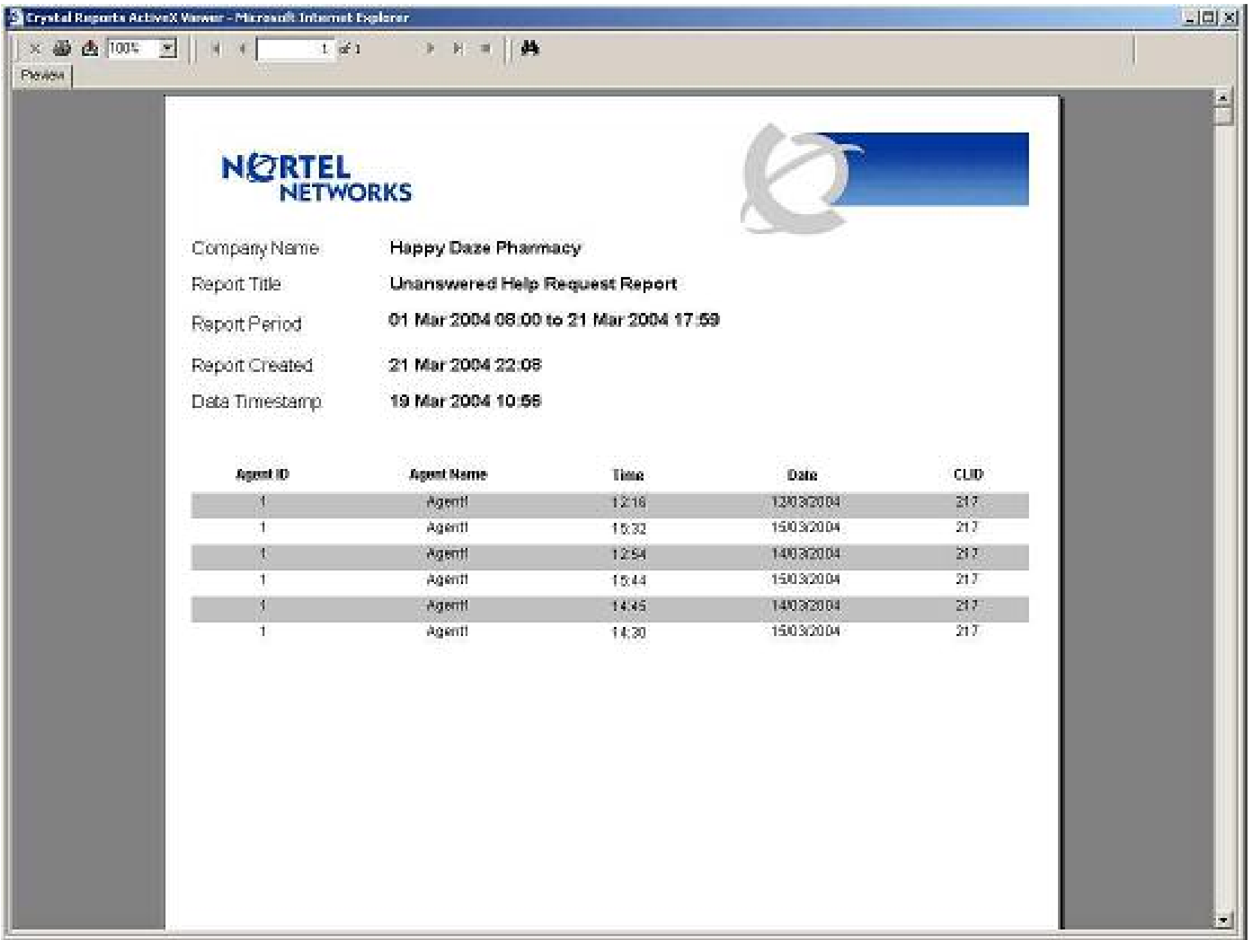
Figure 162 Incoming Call Report

The Incoming Call Report relates to Incoming Direct and Indirect Calls, not Call Transactions (see Page 126).

This report provides a consolidated one line summary of the call traffic into the Skillsets included in the report, and the call handling of that traffic.

This report makes it easy to find the answers to such questions as how many calls (Direct and Indirect) were presented to the Skillsets, and how many were Answered and Abandoned. Of those that were Answered, where were they answered, and who by? How many calls were answered before the Primary Alert (<P), how many were answered after the Primary Alert but before the Secondary Alert (>P) and how many were answered beyond the Secondary Alert (>S)?

Unanswered Help Request Report



Company Name	Happy Daze Pharmacy
Report Title	Unanswered Help Request Report
Report Period	01 Mar 2004 08:00 to 21 Mar 2004 17:59
Report Created	21 Mar 2004 22:08
Data Timestamp	19 Mar 2004 10:56

Agent ID	Agent Name	Time	Date	CLID
1	Agent1	12:16	12/03/2004	217
1	Agent1	15:32	15/03/2004	217
1	Agent1	12:54	14/03/2004	217
1	Agent1	15:44	15/03/2004	217
1	Agent1	14:45	14/03/2004	217
1	Agent1	14:30	15/03/2004	217

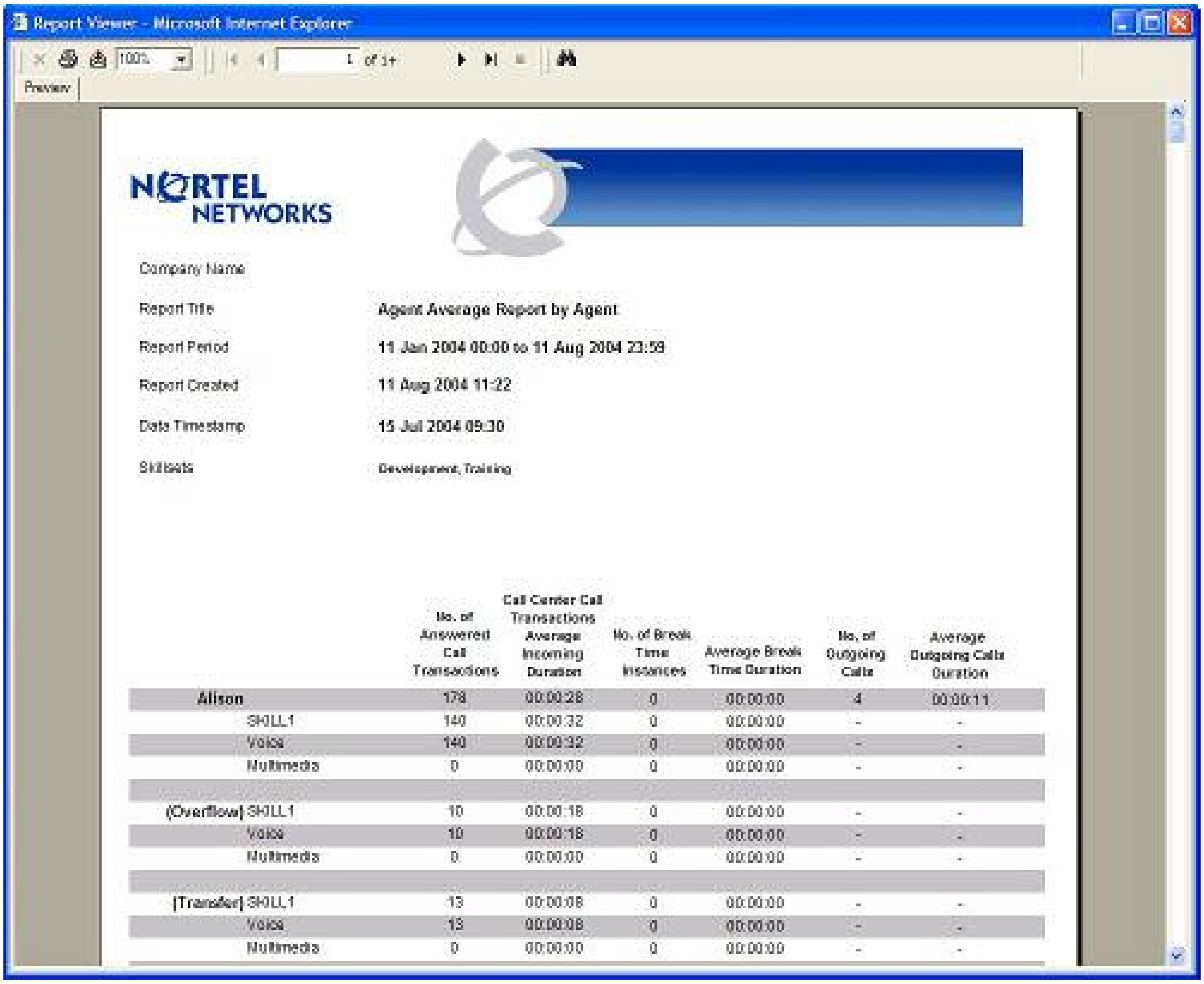
Figure 163 Help Request Unanswered Report

This report shows the Help Requests that were made by Agents, but which were not serviced by a Supervisor.

This report should be read in conjunction with the Help request Report (see Page 205) to establish the total number of Help Requests and Agent is making.

This report can also be used to determine if a Supervisor is refusing too many Help Requests.

Agent Average Report by Agent



Company Name

Report Title: Agent Average Report by Agent

Report Period: 11 Jan 2004 00:00 to 11 Aug 2004 23:59

Report Created: 11 Aug 2004 11:22

Data Timestamp: 15 Jul 2004 09:30

Skillsets: Development, Training

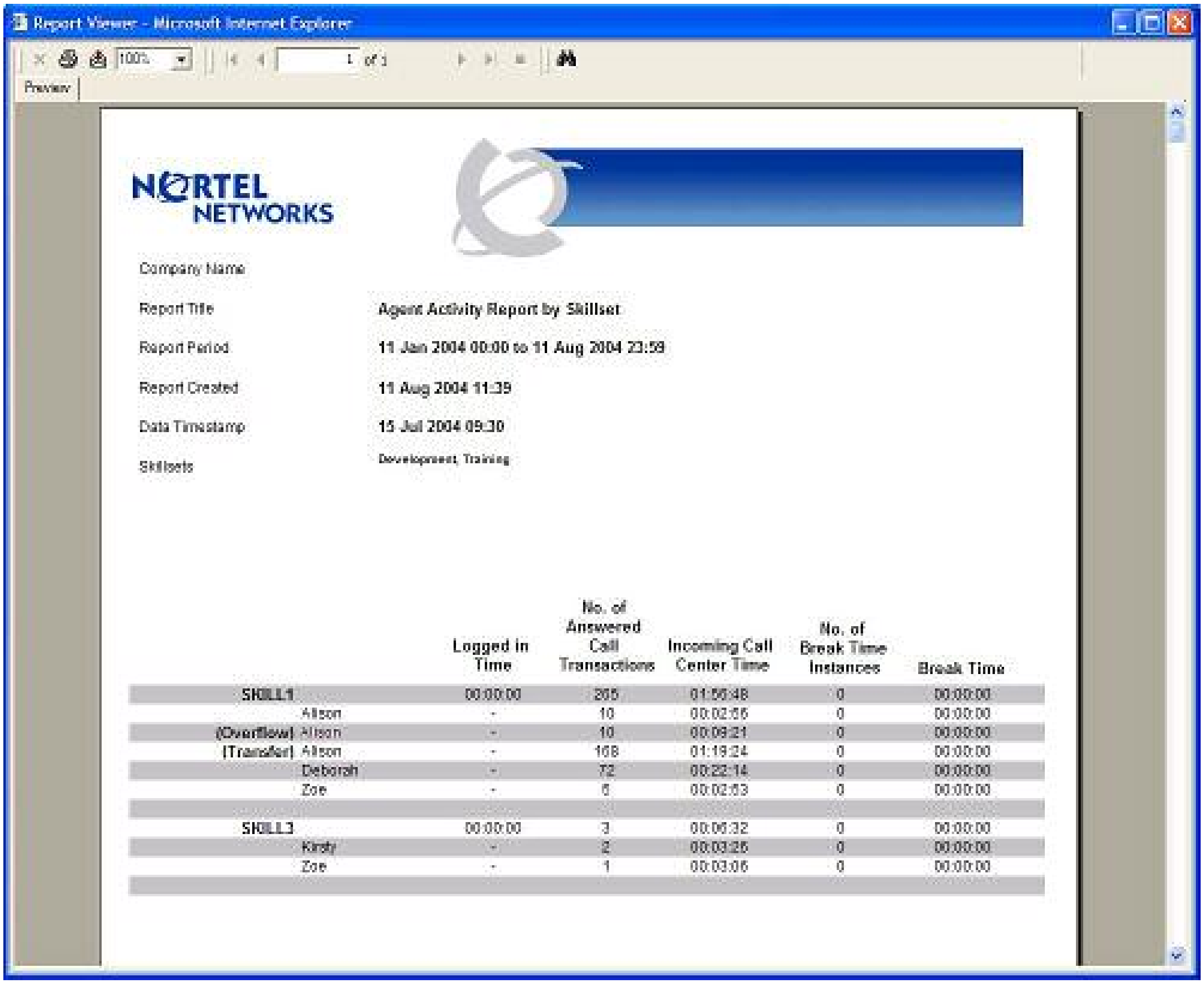
	No. of Answered Call Transactions	Call Center Call Transactions Average Incoming Duration	No. of Break Time Instances	Average Break Time Duration	No. of Outgoing Calls	Average Outgoing Calls Duration
Alison	178	00:00:28	0	00:00:00	4	00:00:11
SKILL1	140	00:00:32	0	00:00:00	-	-
Voice	140	00:00:32	0	00:00:00	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-
(Overflow) SKILL1	10	00:00:18	0	00:00:00	-	-
Voice	10	00:00:18	0	00:00:00	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-
[Transfer] SKILL1	13	00:00:08	0	00:00:00	-	-
Voice	13	00:00:08	0	00:00:00	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-

Figure 164 Agent Average Report by Agent

This report allows the work performed by each Agent in each Skillset they have logged into to be reviewed. A report may include a single Skillset or multiple Skillsets.

If an Agent has been logged into more than one Skillset and those Skillsets were selected to be included in the Report then the activities of the Agent are segregated so that the work in Skillset is separately displayed.

Agent Activity Report by Skillset



Report Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name

Report Title: Agent Activity Report by Skillset

Report Period: 11 Jan 2004 00:00 to 11 Aug 2004 23:59

Report Created: 11 Aug 2004 11:39

Data Timestamp: 15 Jul 2004 09:30

Skillsets: Development, Training

		Logged in Time	No. of Answered Call Transactions	Incoming Call Center Time	No. of Break Time Instances	Break Time
SKILL1		00:00:00	205	01:56:48	0	00:00:00
	Alison	-	10	00:02:56	0	00:00:00
(Overflow)	Alison	-	10	00:09:21	0	00:00:00
(Transfer)	Alison	-	168	01:19:24	0	00:00:00
	Deborah	-	72	00:22:14	0	00:00:00
	Zoe	-	5	00:02:53	0	00:00:00
SKILL3		00:00:00	3	00:06:32	0	00:00:00
	Kirsty	-	2	00:03:26	0	00:00:00
	Zoe	-	1	00:03:06	0	00:00:00

Figure 165 Agent Activity Report by Skillset

This report allows the work in each Skillset to be reviewed. All of the Agents who have logged into those Skillsets included in the report are reported on. Only the activity directly related to the appropriate Skillsets is displayed for each Skillsets.

In the example above, Agent Zoe has been logged into Skillset 1 and Skillset 3, and so the report breaks out her activity for each of these Skillsets, and she appears in the report under both the Skillset 1 and the Skillset 3 categories.

Upgrading to Reporting for Call Center 8

Introduction

This section answers the questions that need to be asked during the upgrade of an existing installation of Nortel networks Call Center Reporting version 2.5, 3.0 or 3.5 to Nortel Networks Reporting for Call Center.

What Do I have to Install?

Nortel Networks Reporting for Call Center has a single software installation onto one PC. This PC is the Web Host PC, which acts in a similar fashion to the 'Master' PC in the old Nortel Networks Call Center Reporting 2.5, 3.0 and 3.5 streams. The Web Host PC stores the historical statistical databases. It communicates with the Call Center in order to obtain the historical statistical information and Real Time screen information. The wallboards are also driven from the Web Host PC.

See the chapter Installation on page 8.

Can the old Master PC be used as the Web Host PC?

If the PC hardware and Operating System meet the minimum specifications, then the answer is 'Yes'. See the question 'Can the new software co-reside with the old software', below.

See the Minimum Hardware Requirements on page 6, and the Operating System Compatibility on page 7.

Why is there No 'Multiple Client' software to install?

In the Call Center Reporting 2.5, 3.0 and 3.5 streams the customer had to install 'Multiple Client' software onto other PCs in order to view the Real Time screens or Reports from those PCs.

With Nortel Networks Reporting for Call Center the users of those other PCs use Internet Explorer to browse back to the Web Host PC in order to access the Real Time screens and Reports. There is no 'Client' software required for the Users on those other PCs.

Do I have to remove the old Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software?

No, see the question 'Can the new software co-reside with the old software', below.

Can the new software co-reside with the old software?

None of the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software is required for the operation of the new Nortel Networks Reporting for Call Center software.

However, the customer may wish to retain the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software in order to allow them to review the historical reports that were gathered with their old system.

Leaving the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 Master or Multiple Client software on the PC which is going to be used as the Web Host PC will not affect the operation of Nortel Networks Reporting for Call Center.

The two different applications can co-reside on the same PC with no interaction. That is, installing Nortel Networks Reporting for Call Center onto a PC on which Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 is already installed will not cause either of the applications a problem in running.

Note however, that if the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software was configured to drive any IP wallboards that are going to be driven by Nortel Networks Reporting for Call Center, remember to take them out of the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 configurations, otherwise both sets of software will try to drive the wallboards, which will result in the wallboard display flashing back and forth between the two sets of data being sent to it by the two different applications.

Note also that the hardware used as the Master PC for the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software might not by of sufficient specification to support the Nortel Networks Reporting for Call Center software. See the list of Minimum Hardware Requirements on page 6, and the Operating System Compatibility on page 7.

Troubleshooting Reporting for Call Center 9

Slow Updates on Real Time Screen

The real Time screens should be updated approximately every 3 seconds. If they seem to be slow or sluggish, the following points should be checked.

Web Host PC Requires a Host File entry

Check with your Network Administrator to add an entry in the Web Host PC Host file. This is a Windows system file and is usually located in the \Windows\System32\drivers\etc folder of the Web Host PC (this may be called the \Winnt\System32\drivers\etc folder).

You must enter the IP Address and the network name (machine name) of the Business Communications Manager to this file. Separate the two items by using the Tab key.

An example Host file is shown below.

```
# Copyright (c) 1993-1999 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#      102.54.94.97     rhino.acme.com          # source server
#       38.25.63.10     x.acme.com              # x client host

127.0.0.1        Localhost
10.1.1.105       BCMMachineName
```

Figure 166 Example Host File

Anti-Virus Software Slowing Down the File System

Some Anti-Virus software packages have been seen to cause such a significant slow down on the file system of the Web Host PC that the Real Time screens have trouble processing all of the XML data they receive from the Call Center in time to refresh the Real Time data in a timely fashion.

Norton Anti-Virus is one anti-virus package known to cause this symptom.

By Un-checking the “Enable File System Real Time Protection” option in Norton Anti-Virus the operation of the Real Time screens are no longer restricted and cal operate in their usual way.

To do this, right click on the Norton Anti-Virus icon in the system tray. If there is a tick by it, select “Enable File System Real Time Protection” to remove the tick.

Alternatively, you can try deactivating the Nortel Networks Reporting for Call Center diagnostic logging (if it is activated), see Page 43.

Anti-Virus packages vary in their implementations and in the granularity with which you can adjust their operational parameters. Typically, however, the settings which you can adjust that would make the Real Time Screens appear sluggish in updating are the real time file scanning settings.

Note: ‘real time’ in this context means that the Anti-Virus software scans the files on your computer constantly – it does not refer to the Reporting for Call Center Real Time screens. It is just a coincidence that both applications have features that have the words ‘real time’ in their title.

- Some Anti-Virus packages allow you to specify files with certain extensions which are to be ignored during virus scans. If this is possible with your Anti-Virus software, instruct it to ignore files with .log extensions.
- Some Anti-Virus packages allow you to specify locations on your hard disk which are to be ignored during virus scans. If this is possible with your Anti-Virus software, instruct it to ignore the location of the Reporting for Call Center log files. By default this is \Program Files\Nortel Networks\Reporting for Call Center\Logs.
- Some Anti-Virus packages allow you to disable or fine tune the real time scanning action of files, and to isolate which types of file modification will trigger a re-scan (create a file, modify a file, write to a file, etc).

Cannot Access the Login Page

This problem has been seen when the Web Host PC has Norton Anti-Virus running.

One setting of Norton Anti-Virus (Script Blocking) prevents Nortel Networks Reporting for Call Center from running normal operations.

This option should be disabled in the anti-virus configuration screen on the Web Host PC only.

Turning off script blocking in Norton Anti-Virus 2001

To disable Norton Anti-Virus 2001 Script Blocking:

1. Start Norton Anti-Virus.

2. Click Options. If a menu appears when you click Options, then click Norton Anti-Virus. The Options for Norton Anti-Virus dialog box appears.

Figure 167 Norton Anti-Virus Options Screen

3. Click Script Blocking.

4. Uncheck "Enable Script Blocking (recommended)."

5. Click OK.

NOTE: Script Blocking is a feature of Norton Anti-Virus 2001 that was added to as a part of a program update. If Script Blocking does not appear in Options, then the program update is not installed. To install the Norton Anti-Virus program update, run LiveUpdate, and download all program updates. Restart the computer when prompted. Run LiveUpdate until you are told that there are no more updates available.

Turning off script blocking in Norton Anti-Virus 2002 or 2003

To disable Norton Anti-Virus Script Blocking:

1. Start Norton Anti-Virus.

2. Click Options. If a menu appears when you click Options, then click Norton Anti-Virus. The Norton Anti-Virus Options dialog box appears.

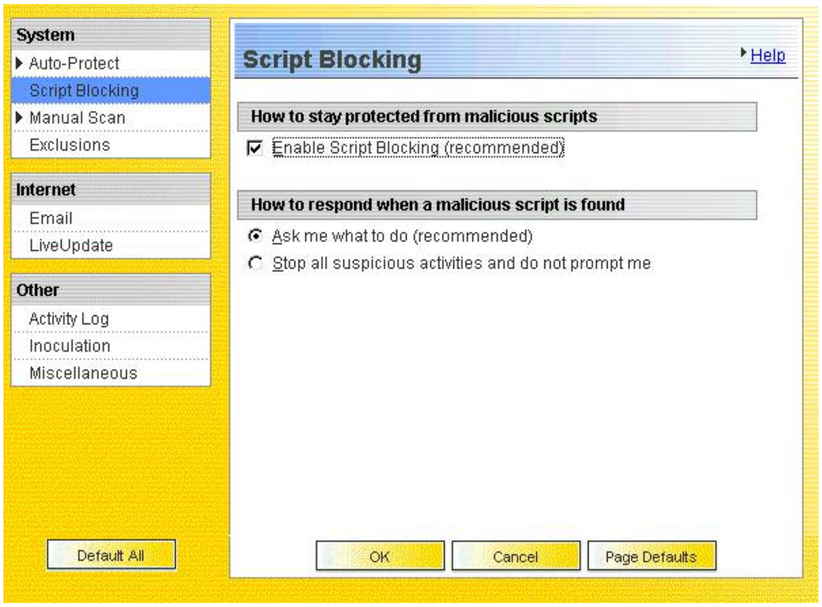


Figure 168 Norton Anti-Virus Options Dialog

3. Click Script Blocking.
4. Clear the Enable Script Blocking check box(recommended).
5. Click OK.

Restart the computer if prompted to do so.

Changing Agent Names

If an Agent changes their name, for example if they marry and take a new surname, or if an Agent leaves and their Call Center Log In ID is allocated to another person, this will affect the way in which Reporting for Call Center displays information for the Agent in the reports.
The reports will distinguish between the two identities associated with the single Call Center Log In ID as follows.

- The Agent Activity Report will list each Agent separately.
- The Agent Audit Report will consider that Call Center Log In ID to be the same person and will show all activity that the Agent with that ID has performed, irrespective of the Agent name in the User Admin screens. In effect, for the same period, reporting on the first Agent name will yield the same information as a report on the second Agent name.
- The Agent Average Report will reference the first Agent name only.

If both Agent names refer to the same person (for example, it is the same person but they have taken a new surname because they have married), these differences do not matter.

However, if the name change is because of an actual change of personnel, then it is easier to isolate the activities of the two Agents in the reports if the new Agent is allocated a distinct Call Center Log In ID, and the old Log In ID is no longer used.

Virtual Folders Not Created in Internet Information Services

Reporting for Call Center relies upon some Virtual Folders which are created during the installation of Reporting for Call Center on the Web Host PC.

If these Virtual Folders are ever inadvertently removed or altered, or if they are not created during the installation, you will see the following error page.

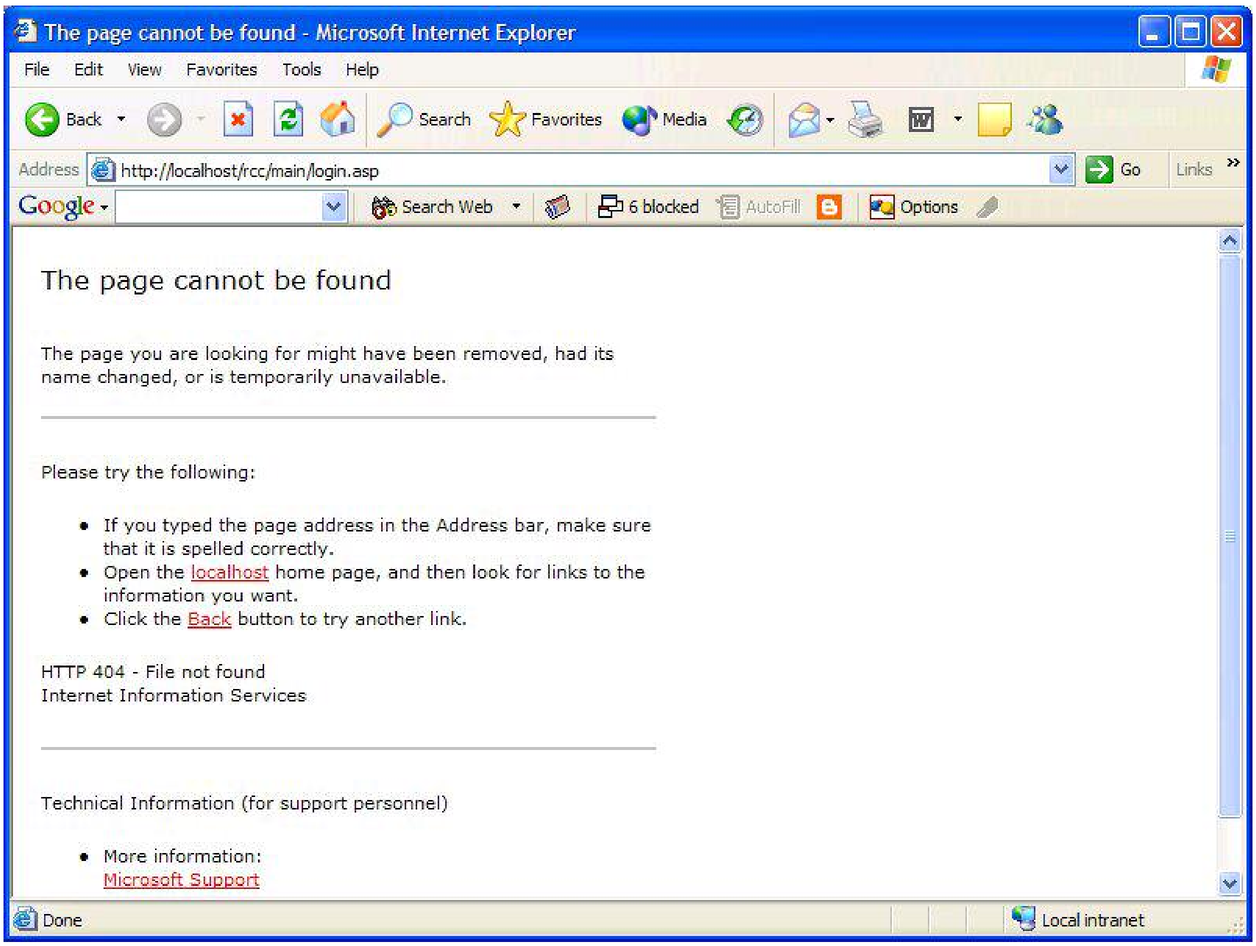


Figure 169 Page Cannot Be Displayed Error Message

If you see this, please try the following steps.

1. Click Start, Run and enter the pathway to the file called Create.bat in the RunOnce folder. The RunOnce folder is in the Reporting for Call Center folder. If you installed Reporting for Call Center in the default location the path to this file will be \Program

Files\Nortel Networks\Reporting for Call Center\RunOnce\Create.bat on the drive on which you installed Reporting for Call Center.

2. When you have located this file, double-click on it to launch it. You will see a Command Prompt window (DOS Window) open and then close.
3. Try accessing the http://localhost/rcc/main/login.asp page one more.

Accessing Networked Printers From the Web Host PC

In order for the Web Host PC to contact and utilize network printers, you must have a User logged into Windows on the Web Host PC.

This means that if you wish to run Scheduled Prints out of hours, you must have a User logged in to the Web Host PC.

Multiple Network Cards in the Web Host PC or an Agent PC

Running Nortel Networks Reporting for Call Center is not supported on Web Host PC that has more than one network interface card installed.

Currently there is no way to select which network card the Web Host PC Wallboard Driver binds to. If the wallboard driver binds to the wrong network card it will not be able to drive your wallboards and/or *ip*View SoftBoards.

The workaround is to restart the Web Host PC until the wallboard driver binds to the correct network card, and then do not power off your Web Host PC.

Currently there is no way to select which network card the *ip*View SoftBoard binds to. If the ipView SoftBoard binds to the wrong network card it will not be able to receive data from the Web Host PC.

The workaround is to close down and re-start *ip*View until it binds to the desired network card.

Note: If you right-click on the *ip*View icon in the system tray, and select About *ip*View, the About window will show you the IP Address that *ip*View has bound to, as shown below.

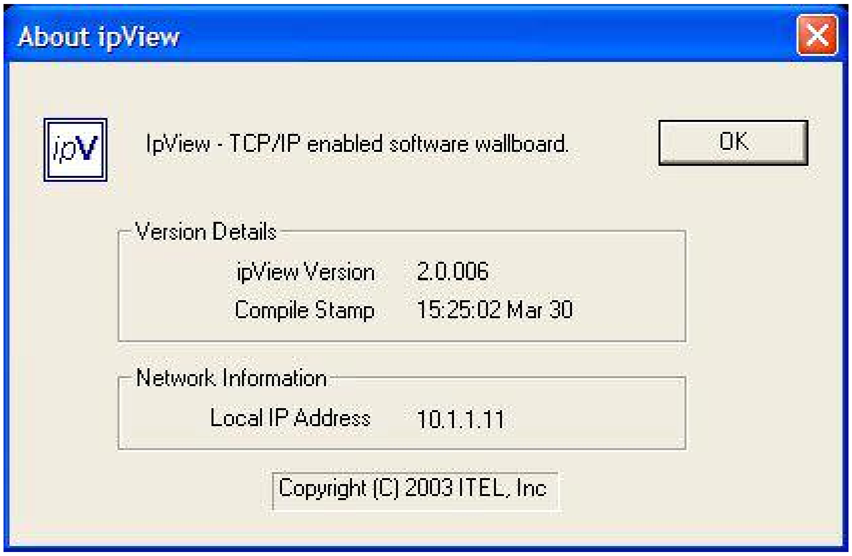


Figure 170 *ip*View Help Window

*ip*View SoftBoard and Wallboard Summaries

Note that the Wallboard Summaries are sent to the wallboards on the hour, according to the time of the Web Host PC clock. The regular hourly and daily statistics that are sent to the wallboard are governed by the Call Center platform clock. The hourly statistics are reset to 0 on the hour, according to the clock in the Call Center platform.

If the clock in the Web Host PC is set to a different time than the clock in the Call Center platform, the hourly Summaries will not be synchronised with the hourly reset of the regular statistics. To ensure that the wallboard summaries are in time with the hourly resets of the regular wallboard statistics, ensure that your PC and Call Center platform times are the same.

Crystal Reports ActiveX Report Viewer

The first time that reports are viewed on a client PC (that is, some PC other than the Web Host Viewer) an ActiveX viewer is installed onto the Client PC, from the Web Host PC.

If this does not automatically happen, you will not be able to view reports (you will see the Report Viewer window with a red X in the top left corner).

If you see this you can start the installation process manually.

On the Web Host PC in \Program Files\Common Files\Crystal Decisions\2.0\crystalreportviewers\ActiveXViewer\en there is a file called npviewer.exe.

This file should be copied to the Client PC and executed there. This will install the ActiveX viewer.

Real Time Screens on Client PCs

The first time that the Real Time screens are viewed on a client PC (that is, some PC other than the Web Host Viewer) a Java Run Time Module should be automatically installed onto the Client PC, from the Web Host PC.

If this does not automatically happen, you will not be able to view the Real Time screens.

To overcome this you can start the installation process manually.

On the Web Host PC in C:\Program Files\Nortel Networks\Reporting for Call Center\Javadist there is a file called j2re-1_4_2_03-windows-i586-p.exe.

This file should be copied to the Client PC and executed there. This will install the Java Run Time Module.

Glossary 10

Abandoned Calls........ Abandoned Calls are calls that ring in to the system and the incoming caller clears down the call because they do not wish to wait any longer before they are answered. These calls have not been handled by humans or by voice mail.

Abandon Time Bins ... A series of six time steps used in the statistical analysis of Abandoned Calls. Nortel Networks Reporting for Call Center will provide statistical reports on the percentage of incoming calls abandoned within each of the periods specified in the Abandoned Time Bins. A seventh period is also used in the reports, which gathers information on all calls which abandoned *after* the period specified by the sixth Abandoned Time Bin.

Administrator .... A Nortel Networks Reporting for Call Center User who has been awarded Administration rights. These Users can configure core elements of Nortel Networks Reporting for Call Center that regular Users can not, and they can perform such actions as creating other Users.

Alarm Threshold .... Alarms may be set to trigger an alert on the wallboards, to inform your Agents of some event or circumstance. The value that a parameter must reach, match or exceed to trigger an Alarm is the Alarm Threshold.

All Calls Held .... If an Agent has placed all of their calls on hold, so that they have no active calls, they will be shown in Magenta in the Real Time screens.

Answered Time Bins.. A series of six time steps used in the statistical analysis of Answered Calls. Nortel Networks Reporting for Call Center will provide statistical reports on the percentage of incoming calls answered within each of the periods specified in the Answered Time Bins. A seventh period is also used in the reports, which gathers information on all calls that were answered *after* the period specified by the sixth Answered Time Bin.

Available State .... The Agent is ready to take Incoming Calls. The Available State is shown as Blue in the Real Time Screens.

Break Time................. The period allocated to Agents following clear down of an Incoming Call Center Call (also known as Wrap Up and Post Call Completion). Break Time is displayed in the Real Time Screens as Dark Green.

Calls Answered .... ‘Answered’ means the Call was not abandoned, and it did not require the involvement of another Skillset in the handling of the call

Calls Presented........... The counts all of the calls that were presented to a Skillset, both Direct (a ‘regular Call Center call’ delivered straight into the Skillset,) and Indirect, which means the Call arrived in the Skillset in some other way.

Direct Call.................. From the point of view of any given Skillset, Direct Calls are calls that were presented directly to that Skillset. That is, the incoming caller was handled by the Call Routing and was presented by the Call Routing directly to the Skillset in question.

Calls Handled In Another Skillset .... Calls that have left a Skillset and entered another Skillset because of an Overflow Rule or any other Routing Condition or Step. The fate of these calls is then recorded in the reports for the Skillset they have moved to – not in the Skillset they leave.

Indirect Call .... From the point of view of any given Skillset, Indirect Calls arrived in the Skillset after being handled by the Call Routing or Agents of another Skillet. For example, they may have overflowing from another Skillset or may have been manually transferred to the Skillset queue by an Agent from another Skillset. Any way a Call can arrive into a Skillset other than being a regular Call Center Call presented Directly to the Skillset (as described above) is counted as an Indirect Call. Whether the call overflowed to the Skillset in question, or was moved to the Skillset by the Move to Queue Call Routing step, or whether it was manually transferred to the Skillset Control Dn, it is counted as an Indirect Call.

Grade of Service .... The Grade of Service is a figure that is used to represent the level of service provided to incoming callers, based upon Call Center response times. It is calculated as follows:

```
Presented    = Total Number of Direct Call
               transactions Presented to the Skillset

Abandoned    = Calls which Abandoned

>Secondary   = Calls transactions answered after the
               Secondary Alert
```

$$\text{G of S\%} = \frac{\text{Presented - Abandoned - >Secondary}}{\text{Presented}} \times 100$$

Incoming State .... The Agent is engaged on an Incoming Call Center Call, either a PSTN or a Multimedia call. The Incoming State is shown as Green in the Real Time Screens. If an Agent has been on an Incoming Call in excess of the Incoming Call Duration Threshold their timer will be displayed against a Red background.

Multimedia Call .... A call generated and conducted through the use of Nortel Networks Multimedia Call Center. A call which may involve a Follow-me browser session, a Chat session or was initiated by a caller clicking a button on a Web Page.

Non-Call Center

Call State .... Grey is used for non-Call Center calls.

Not Ready State .... Either the Agent has invoked the Make Not Ready feature to indicate they are not Available to take calls or the Call Center has placed them in the Not Ready state because a call was unanswered at their handset or the Agent is active on an internal call. The Not Ready State is shown as Dark Grey in the Real Time Screens. If an Agent has been Not Ready in excess of the Not Ready Duration Threshold their timer will be displayed against a Red background.

Outgoing State .... The Agent is engaged on an Outgoing Call. The Outgoing State is shown as Yellow in the Real Time Screens. If an Agent has been on an Outgoing Call in excess of the Outgoing Call Duration Threshold their timer will be displayed against a Red background.

PSTN Call .... Private Switched Telephone Network Call – a 'regular' voice call.

Real Time................... Information is available that displays the current states of Skillset Calls and Agents. This information is refreshed approximately every 3 seconds. These displays are called the Real Time Screens. Information can also be displayed on hardware and software TCP/IP enabled wallboards, to provide Real Time information to the Call Center Agents.

Stat Time Bins............ A collective term for the Abandoned Time Bins and the Answered Time Bins.

Supervisor Monitoring If a Supervisor is monitoring an Agent the Supervisor is displayed in the Real Time in Brown, and the Status column will say 'Monitoring'.

TCP/IP........................ Transmission Control Protocol/Internet Protocol: A protocol developed by the US Department of Defense for communications between computers. It has become the *de facto* standard for data transmission over networks, including the Internet. TCP and IP are transport and address protocols; TCP is used to establish a connection for data transmission, and IP defines the method for sending the data in packets.

Title .... A string of text displayed on the top line of a wallboard. This restricts the wallboard to being able to display 3 parameters only.

User .... A User is a person who has been allocated a Username and Password to allow them to use Nortel Networks Reporting for Call Center. Users can configure some elements of their usage of Nortel Networks Reporting

for Call Center, but they do not have the same scope for configuration as an Administrator.

Unstaffed Calls........... Calls that were presented to the Skillset when there were no Agents logged In to handle those calls.

Wallboard................... A device that is used to display Call Center statistics and messages to the Agents and other Call Center staff. Nortel Networks Reporting for Call Center TCP/IP enabled hardware Wall**Boards** and Soft**Boards** from the *ip***View** range of wallboards.

References 11

1 *Software Keycode Installation Guide*

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